CS-CART

Shopping cart software

v. 2.0

User Manual

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1. Welcome to CS-Cart shopping cart software

The CS-Cart shopping cart software is designed to help you build a robust online store. This software can satisfy both a professional user, interested in up-to-date and advanced functionality, and a novice for whom the simplicity is the main factor.

Moreover, our slogan **Buy easy, sell easier** speaks for itself. You just go to our site, buy the software, build your store and start trading.

Although CS-Cart shopping cart software is designed to be intuitively simple to use, this tutorial is offered to make learning to use it even simpler and quicker. The manual will guide you step-by-step through installation, setup and use of the shopping cart software.

Thank you for using CS-Cart software.

2. Introducing CS-Cart

2.1 What Is CS-Cart?

CS-Cart is powerful shopping cart software built using industry standard PHP and MySQL. Optimized programming code makes it possible to build stores that can easily handle over 10,000 products. CS-Cart also uses the PHP Smarty template engine that makes it very simple to change the look-and-feel of the store in the minimum amount of time, and with advanced catalog management tools your store can be maintained with the least amount of effort.

CS-Cart is your best choice if you are:

• looking for quality PHP shopping cart software to start an online business;

• a site owner wishing to integrate a shopping cart with your existing web site;

• a web developer searching for a professional low-cost PHP shopping cart;

• an ISP or web hosting company that wants to offer a shopping cart solution as a part of your services;

• looking for a good PHP/MySQL platform to create a dynamic website with some specific functionality.

The CS-Cart software includes:

• complete source code;

• one domain lifetime license;

• 1 month of free technical support or 40 support credits with the first license and 20 credits with each additional one.*

*CS-Cart licenses purchased from authorized resellers come with 20 support credits.

2.2 Features

General:

- Complete ready-to-use store package
- Web-based installation wizard & store configuration
- Intuitive administration panel
- Built-in professional design templates
- Bulk uploading of categories, products and images
- Full import and export of product/user/order/language databases in CSV format
- No programming knowledge required for installation and setting up
- Free 1-month technical support or 40 support credits

Localization

- Translated into 8 languages (some translations are partial)
- Easy addition of new languages
- Configurable currency symbols
- Configurable measurement units
- Configurable list of countries/states/provinces
- Ability to switch date and time formats
- Ability to create unlimited number of localizations

Search Engine Optimization:

- Search Engine Friendly URLs
- Custom meta keywords and description for product, category and content pages
- Generation of HTML catalog of static product and category pages
- Site map generation
- Breadcrumb trail

Design & Layout:

- 100% template driven storefront and admin panel
- Easy integration to match current design
- Fully customizable design & layout
- Extensive usage of AJAX technologies, minimizing screen refreshes
- Category/product thumbnails and detailed images
- One-page checkout
- Design blocks
- Visual template editor
- Visual language variables editor
- Catalog page
- Mini-cart presence on all pages

- Addition of custom content pages via administration interface
- Built-in template editor
- Changing storefront and admin logos via administration interface
- Debug console: displays a tree of templates for all pages

Product Catalog features:

- Unlimited number of products/categories
- Product cloning
- Unlimited category nesting
- Bulk product/category management
- Ability to assign products to multiple categories
- Featured products list and cross selling
- Digital delivery system
- Configurable products
- Quantity discounts
- Discount coupons
- Membership based access to every category/product

Product Details:

- Unlimited product options w/optional surcharges
- Various display types for product options
- HTML enriched product descriptions
- Related products list
- Customers also bought list
- Unlimited product images
- Product large image pop-up

Marketing & Promotional Tools:

- Affiliate program
- E-mail/postal gift certificates
- RMA (Return Merchandise Authorization)
- Featured/Related products, cross selling
- Ability to set up variety of promotions
- Product reviews and ratings
- Gift Registry wish list
- One-page checkout
- Bestsellers
- 'Send to friend' feature
- Reward points addon
- Product filters
- Ability to add tags

• Polls

Merchandising / Inventory:

• Full product stock control
• Low-stock notifications
• Wholesale trade
• Ability to set minimal order amount
• 'List Price' and 'Our Price' options
• Enabling/disabling product inventory control
• Extended import/export of product database

Shipping & Tax:

• UPS, FedEx, USPS, DHL, Australia Post & Canada Post real-time calculations
• Intershipper real-time calculator
• Customizable shipping surcharges
• Unlimited custom delivery methods
• Unlimited custom-defined locations
• Shipping restriction by location
• Free shipping option
• Drop shipping
• Flexible shipping customization (based on the number of items, weight or order amount)
• Customers can choose delivery methods
• Customizable tax calculation
• Product-specific taxes
• 'Tax exempt' feature

Payment Gateways & Methods:

• Full list of offline payment methods: checks, purchase orders, phone orders and others
• Real-time credit card processing: 50+ integrated payment systems
• Ability to create new payment methods

Web-based administration panel:

• Easy and quick addition of multiple items (products, categories, static pages, etc)
• File browser and template editor use **AJAX** technologies
• Ability to configure every aspect of e-commerce site in realtime
• Integrated database backup/restore tool
• Flexible organization of webshop informational part
• Unlimited number of admin accounts
• Multiple levels of administrative access
• Ability to act on behalf of other users

- Ability to collect statistical data
- IP-based access restrictions
- Integrated webmail system
- SMS notifications

Customer Care:

- Integrated configurable store search
- Search filters
- Password reminder for customers
- Customers can view order history
- User groups and special pricing
- Membership based access to the informational part of the store
- 'Continue shopping' and 'Clear cart' buttons
- Printable invoices
- 'Wish list' feature
- 'Feature comparison' option
- Customer can edit product options directly in the cart

Security:

- Full HTTPS/SSL support
- Secure HTTPS/SSL administrative access
- Secure HTTPS/SSL checkout, login and customer profile pages
- Customer passwords are MD5 encrypted in database
- Password-protected administrative access.

Repeat Customer Accommodation:

- Cart content is stored in database;
- Each customer can have unlimited number of profiles;
- Registered customers can edit their account details at any time;
- Registered customers can view their order history.

CS-Cart is highly customizable. If your business has some specific feature requirements our engineers would be happy to help you customize your store so that it will satisfy all of your business needs.

3. Installation

3.1 Requirements

1. PHP version 5.1 or above. PHP configuration should include the following options (all these values are default):

• disabled ***safe_mode***;

• enabled ***file_uploads***.

2. MySQL database version 4.1 or above.

3. PHP CURL is required for operation of several payment gateways and systems (such as PayPal, Authorize.NET, Google Checkout, etc) and real-time shipping services (FedEx, UPS, DHL/Airborne).

CS-Cart runs on:

Windows

Linux

FreeBSD

RedHat

CS-Cart runs on most server configurations, ranging from dedicated servers to shared servers that utilize different PHP configurations.

NOTE: If your web server has mod_security enabled, you may see the "403 Forbidden" or "Not Acceptable" error messages after submitting forms that contain the words "curl", "perl", "file(", etc. It is recommended to disable the mod_security module or reconfigure it in the way these words are not forbidden.

3.2 Installing CS-Cart

The instructions below are about CS-Cart installation on a hosting server accessible on the Internet. If you would like to make a CS-Cart installation on your local computer (desktop), please download the "How to install CS-Cart on a local computer" manual on the "File area" page in our Customer Help Desk (http://helpdesk.cs-cart.com) and skip chapter 3.2 in this manual.

Briefly, CS-Cart installation includes the following steps:

1) extracting the software distribution package and uploading the files to a web server;

2) setting file access permissions;

3) creating a MySQL database;

4) running the Installation Wizard.

The first step is to uncompress the CS-Cart distribution package (the 'cscart_vX.X.X.tgz' or 'cscart_vX.X.X.zip' file) anywhere under your web server directory.

On a WINDOWS-based server, you can do it with any TAR- or ZIP-compatible archive software.

On a UNIX-based server with terminal access to it, please run one of the following commands depending on the package file format:

tar -xzvf cscart_vX.X.X.tgz

or

unzip cscart_vX.X.X.zip

Most versions of control panel have the so-called file manager that allows to unpack a TGZ or ZIP archive by one click.

If none of the ways listed above works for you, you should uncompress the distribution package on your local computer using any TAR- or ZIP-compatible archive software, e.g. WinRAR (http://www.rarlab.com/rar/wrar370.exe), and upload all the files to your server by FTP.

The next step is setting file access permissions.

On a UNIX-based server with terminal access to it, run the following commands one by one:

chmod 666 config.local.php

chmod -R 777 catalog

chmod -R 777 images

chmod -R 777 skins

chmod -R 777 var

If you do not have terminal access to your server, you can change file access permissions using an FTP client. Most of them have the "Change permissions" or "Change mode" functions. With the help of the function you are to set the permissions for the 'config.php' file and the directories listed above. The 'chmod 666 config.php' command means that you must set 666 permissions (in other words, read, write and execute permissions for the file user, group and other) for the 'config.php' file. Other commands (e.g. 'chmod -R 777 catalog') mean that you must set the same 777 permissions for the directory, its subdirectories and all the files under these directories. Please refer to your FTP client documentation for more detailed instructions on setting file permissions.

In order to set the same file access permissions on a WINDOWS-based server, you may need to give full permissions for the files and directories to the user with the IUSER_ComputerName account.

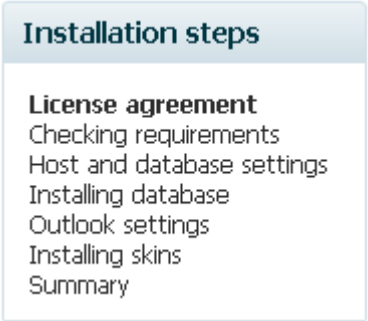
Then create a MySQL database (you may need to create a MySQL user before that) in your website control panel.

Remember the MySQL name, host, user name and password to use them at the next installation step.

The last major installation step is running the CS-Cart Installation Wizard. In your browser go to the following URL:

http://www.my_site.com/install/ (replace "my_site.com" with your site's URL).

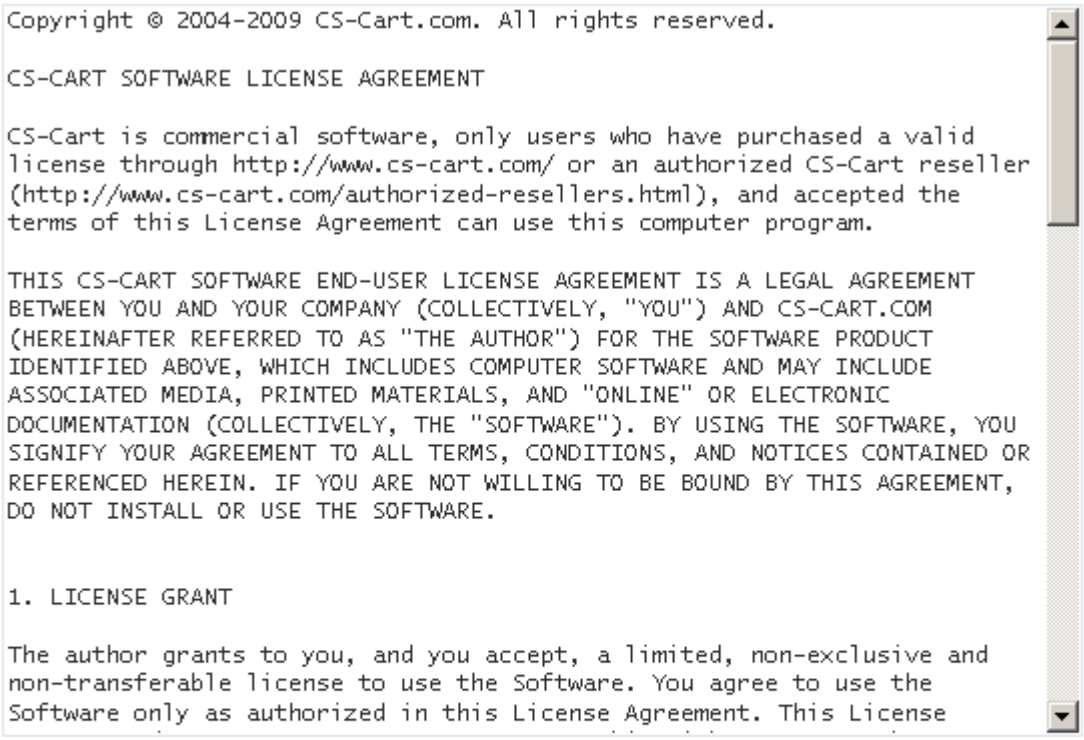
Now you should follow the Installation Wizard. The installation progress is shown in the **Installation steps** box on the left.



Installation steps

3.2.1 License Agreement

Please read the license agreement. If you accept its statements, select the **I accept CS-Cart Software Agreement** check box and click on the **Next** button.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I accept CS-Cart Software License Agreement
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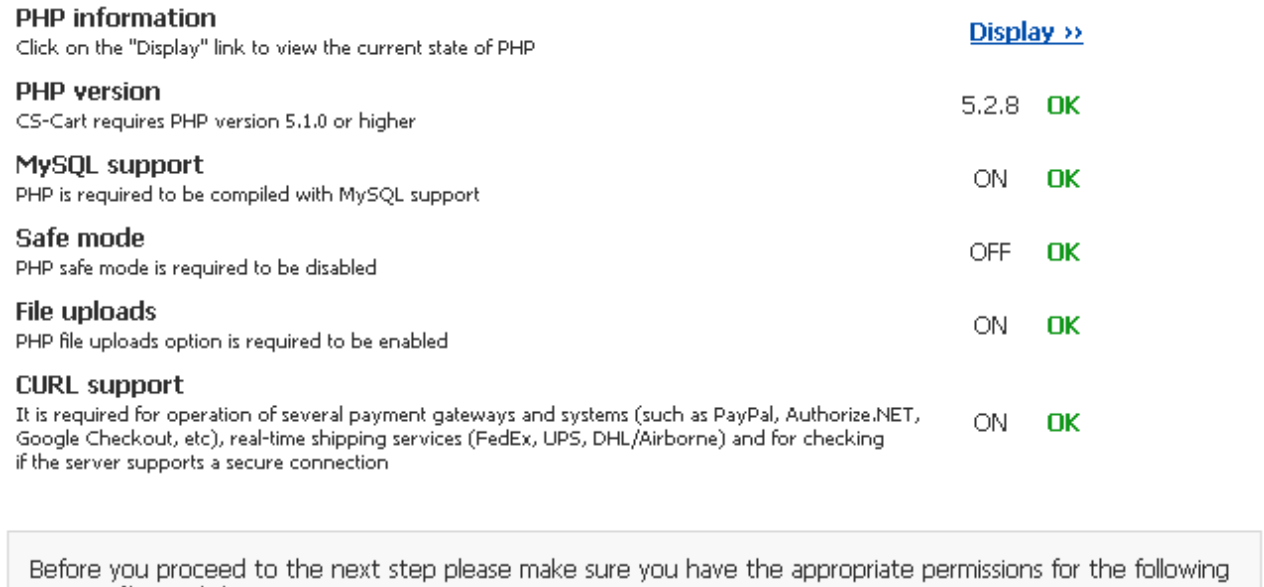
License agreement

If you launch the installation wizard again, you will be asked to enter the authentication code and choose whether it will be a new installation or only skins will be reinstalled. The authentication code will be displayed at the final step of the first installation.

3.2.2 Checking Requirements

This phase checks your PHP and MySQL configuration, and checks for PHP CURL support on your server. If all tests are passed, you should click the **Next** button. Otherwise, contact your server administrator.


PHP information
Click on the "Display" link to view the current state of PHP
Display ››
PHP version
CS-Cart requires PHP version 5.1.0 or higher
5.2.8 OK
MySQL support
PHP is required to be compiled with MySQL support
ON OK
Safe mode
PHP safe mode is required to be disabled
OFF OK
File uploads
PHP file uploads option is required to be enabled
ON OK
CURL support
It is required for operation of several payment gateways and systems (such as PayPal, Authorize.NET, Google Checkout, etc), real-time shipping services (FedEx, UPS, DHL/Airborne) and for checking if the server supports a secure connection
ON OK
Before you proceed to the next step please make sure you have the appropriate permissions for the following CS-Cart files and directories:
config.local.php - read/write for all users (666)
/catalog - read/write/execute for all users (777)
/images (and all its subdirectories) - read/write/execute for all users (777)
/skins - read/write/execute for all users (777)
/var (and all its subdirectories) - read/write/execute for all users (777)
For more information please read paragraph 2 in the Installation instructions.
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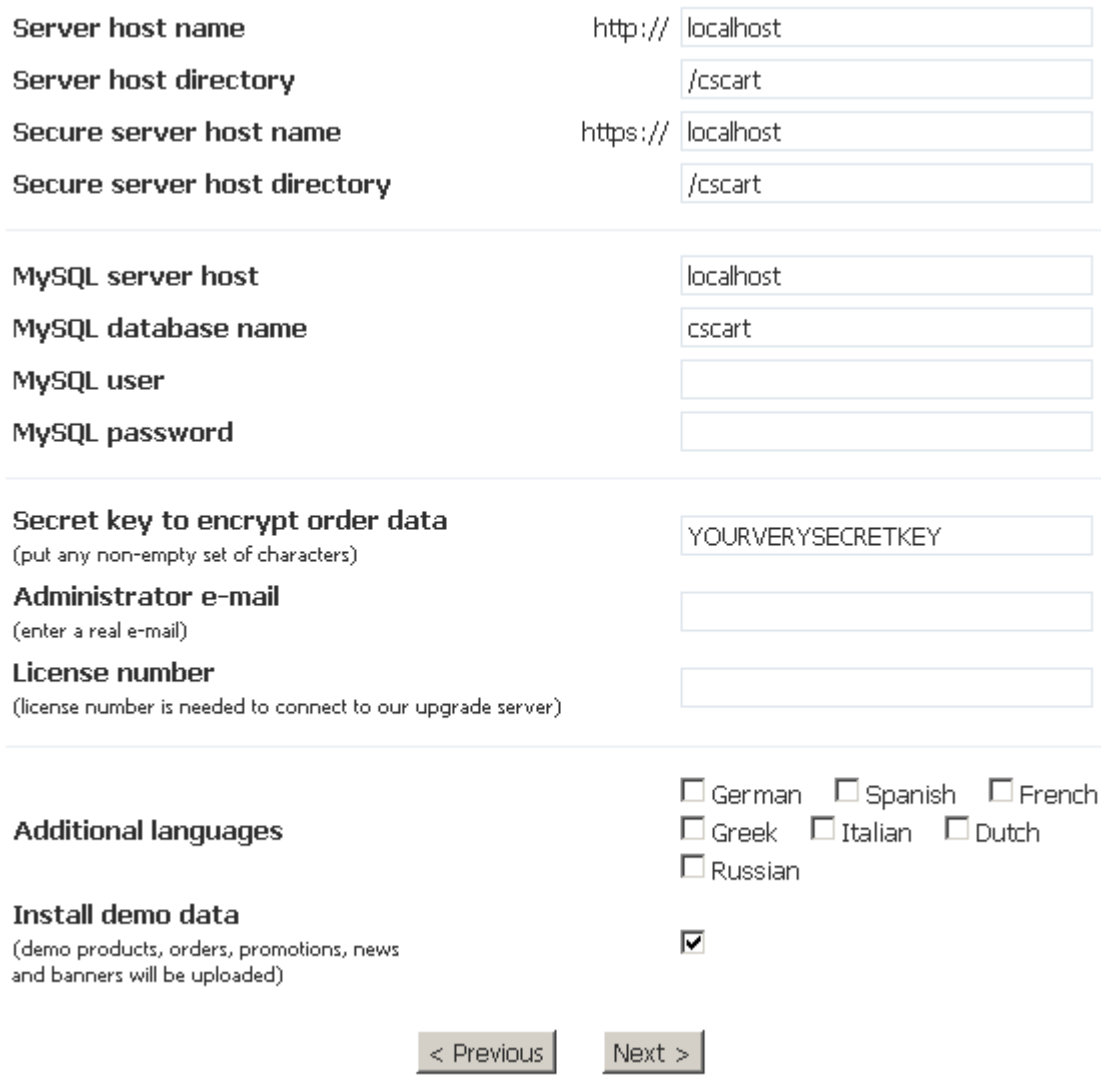
Checking requirements

3.2.3 Host And Database Settings

Now the Installation Wizard needs to know some details about your web server.



Host and database settings

You should fill in the following fields:

- **Server host name**

This is a name of the website on which you are installing CS-Cart, for instance *www.my_site.com*. There should be entered only a domain without HTTP:// prefix or a directory path following the domain.

- **Server host directory**

If you install CS-Cart in a subdirectory on your website (and all the CS-Cart files are already under this subdirectory), for instance, the shop should be accessible via URL *http://www.my_site.com/shop*, the value of this field should be */shop* (it is required NOT to have the '/' sign at the end of the path). If your CS-Cart installation is in the

web root directory (so your online store will be accessible via URL *http://www.my_site.com*), the field is required to be empty.

• **Secure server host name**

This is an URL of your secure server (the domain should be entered according to the same rules as for the "Server host name" field above). If you do not know the URL of your secure server, enter here the same value you entered into the "Server host name" field above, as they are the same usually.

• **Secure server host directory**

Enter the subdirectory of your secure server (if CS-Cart is not in the web root directory) according to the same rules as for the "Server host directory" field above.

Although the Wizard fills in the fields above automatically, it may detect the server host names and directories incorrectly on some server configurations. Please check by yourself whether the values are correct.

• **MySQL server host**

Usually it is named '*localhost*', but in order to be certain, refer to the Databases page in your website control panel or contact your hosting provider.

• **MySQL database name**

• **MySQL user**

• **MySQL password**

• **Secret key to encrypt orders data**

In order to conform to the "Protect Cardholder Data" point of PCI Data Security standards CS-Cart uses BlowFish algorithm to encode credit card information. Enter a sequence of symbols (letters, digits, etc.) into this field, it will be used as a key for the encryption algorithm.

• **Administrator e-mail**

Enter a real e-mail into the field. The default administrator e-mail, company e-mails (of Order, Support, etc. departments) and contact form recipient's email will be changed to the value of this field.

• **License number**

Enter your license number to connect the store to our upgrade server. If the license number is entered, in the admin panel you will see what updates are currently available to you.

• **Additional languages**

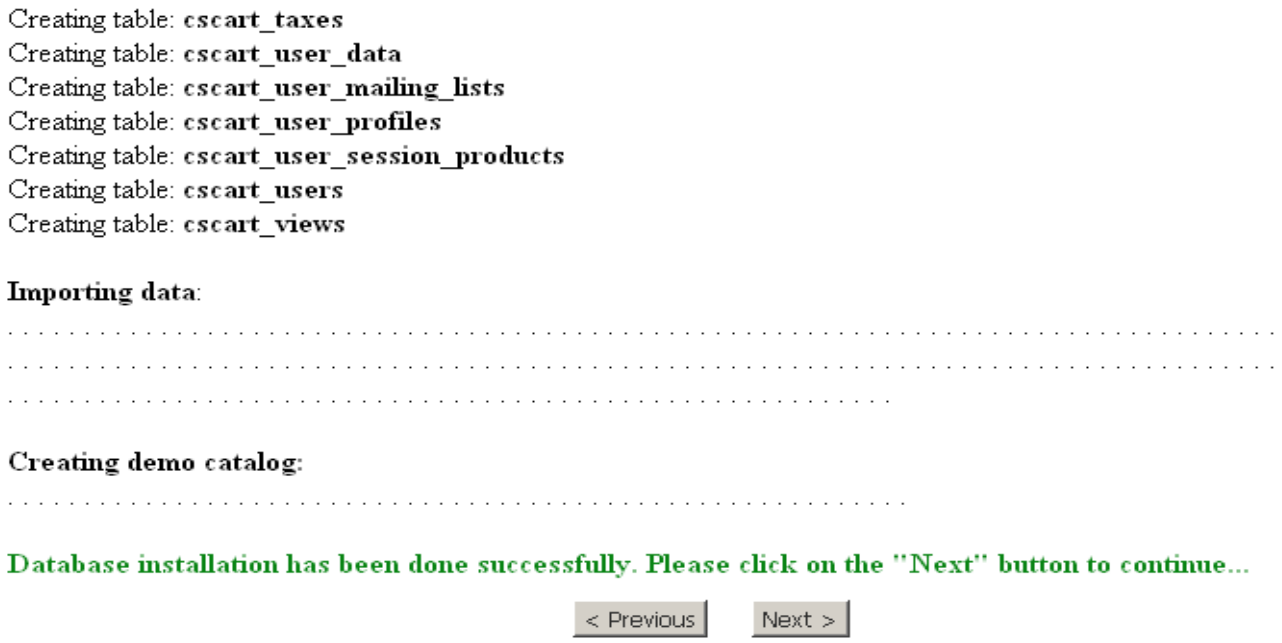
Select additional language packs you wish to install.

• **Install demo data**

Tick off this check box to install demo products, orders, discounts, news and banners.

3.2.4 Installing Database

Database installation starts if all previous conditions are met. You will be notified if database installation was successful.


Creating table: cscart_taxes
Creating table: cscart_user_data
Creating table: cscart_user_mailing_lists
Creating table: cscart_user_profiles
Creating table: cscart_user_session_products
Creating table: cscart_users
Creating table: cscart_views
Importing data:
Creating demo catalog:
Database installation has been done successfully. Please click on the "Next" button to continue...
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Next >

Installing database

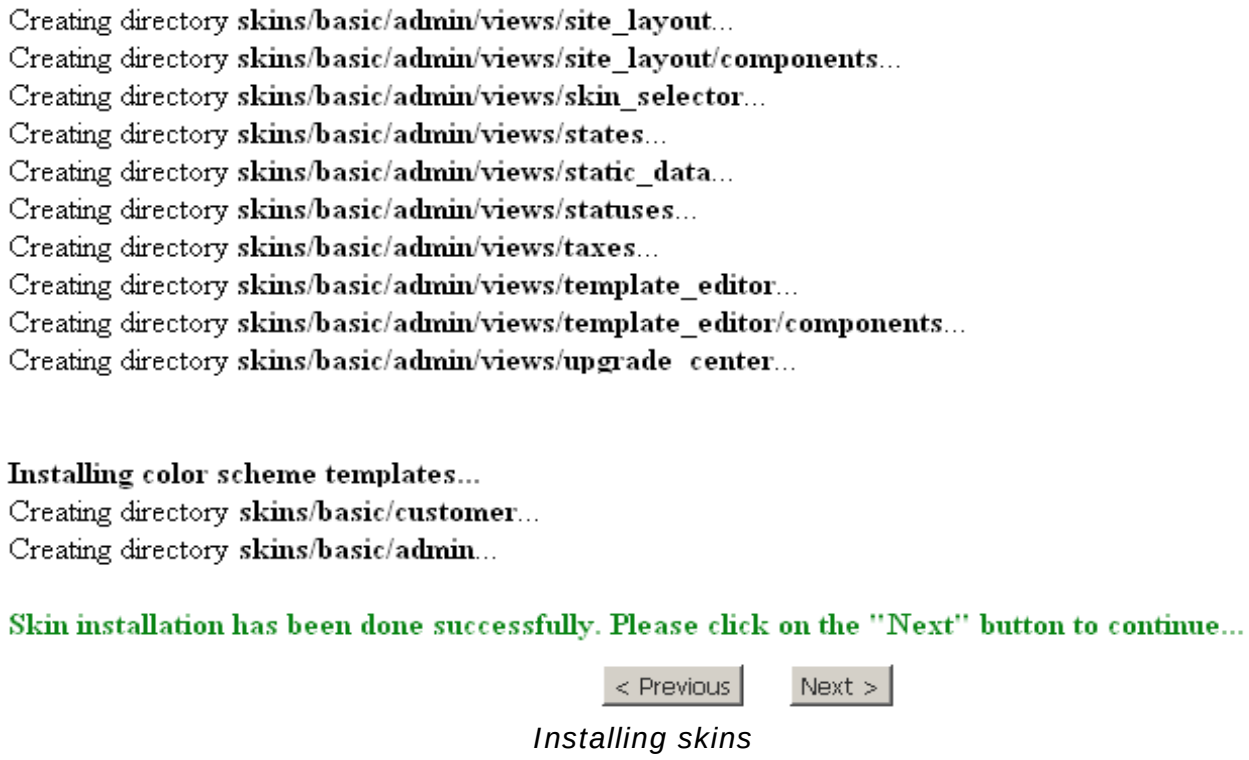
3.2.5 Shop Outlook Settings

Select the skin you wish to install. A screenshot will be displayed for each selection.

Shop outlook settings

3.2.6 Installing Skins

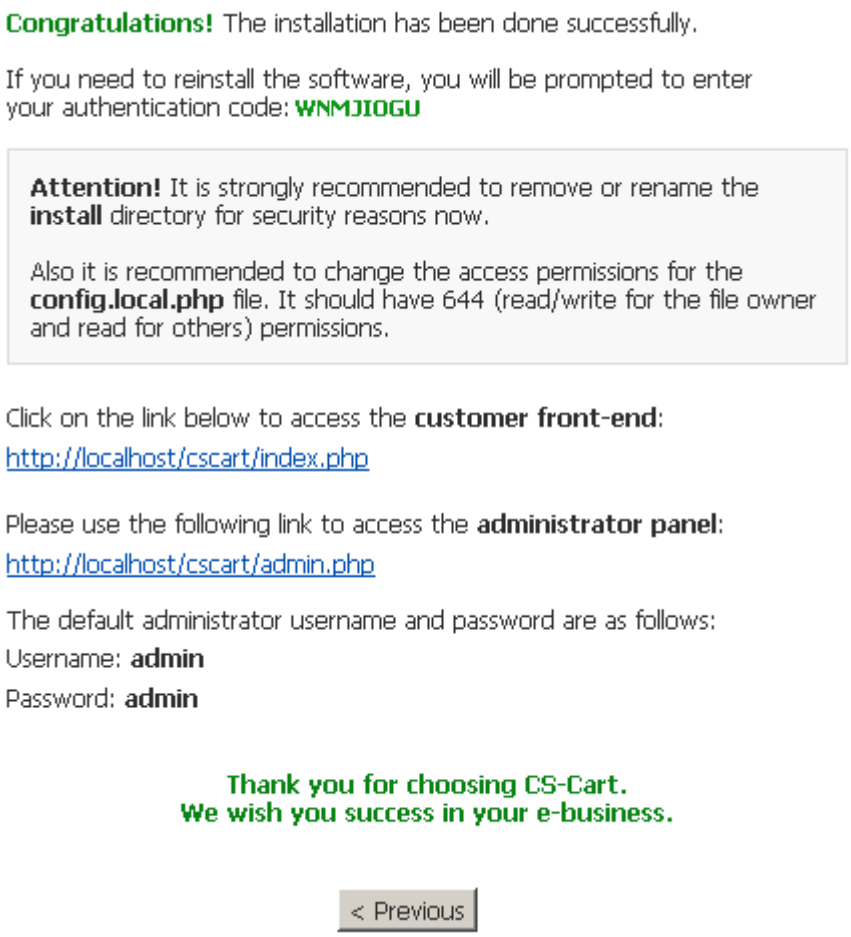
Please have a bit of patience while the Installation Wizard is installing template files on your server. You will be notified when the skin is installed successfully.



Installing skins

3.2.7 Summary

Congratulations. Your CS-Cart shopping cart software is installed. You will see a summary page which informs you about special features.


Congratulations! The installation has been done successfully.
If you need to reinstall the software, you will be prompted to enter your authentication code: WNMJIOGU
Attention! It is strongly recommended to remove or rename the install directory for security reasons now.
Also it is recommended to change the access permissions for the config.local.php file. It should have 644 (read/write for the file owner and read for others) permissions.
Click on the link below to access the customer front-end:
http://localhost/cscart/index.php
Please use the following link to access the administrator panel:
http://localhost/cscart/admin.php
The default administrator username and password are as follows:
Username: admin
Password: admin
Thank you for choosing CS-Cart.
We wish you success in your e-business.
< Previous

Summary

After the installation process, do the following:

• Rename or password protect the **install** directory (for security reasons).

• Change the password in the administrator account. You can do this in the administration panel using the 'Administrators' link in the 'Users' box.

Use the following links for access:

• http://www.my_site.com/index.php - storefront;

• http://www.my_site.com/admin.php - administration panel.

The default administrator login and password are as follows:

• username: admin;

• password: admin.

4. CS-Cart Architecture

4.1 Interfaces

The CS-Cart shopping cart software has different interfaces for the storefront and administration panel.

4.1.1 Storefront interface

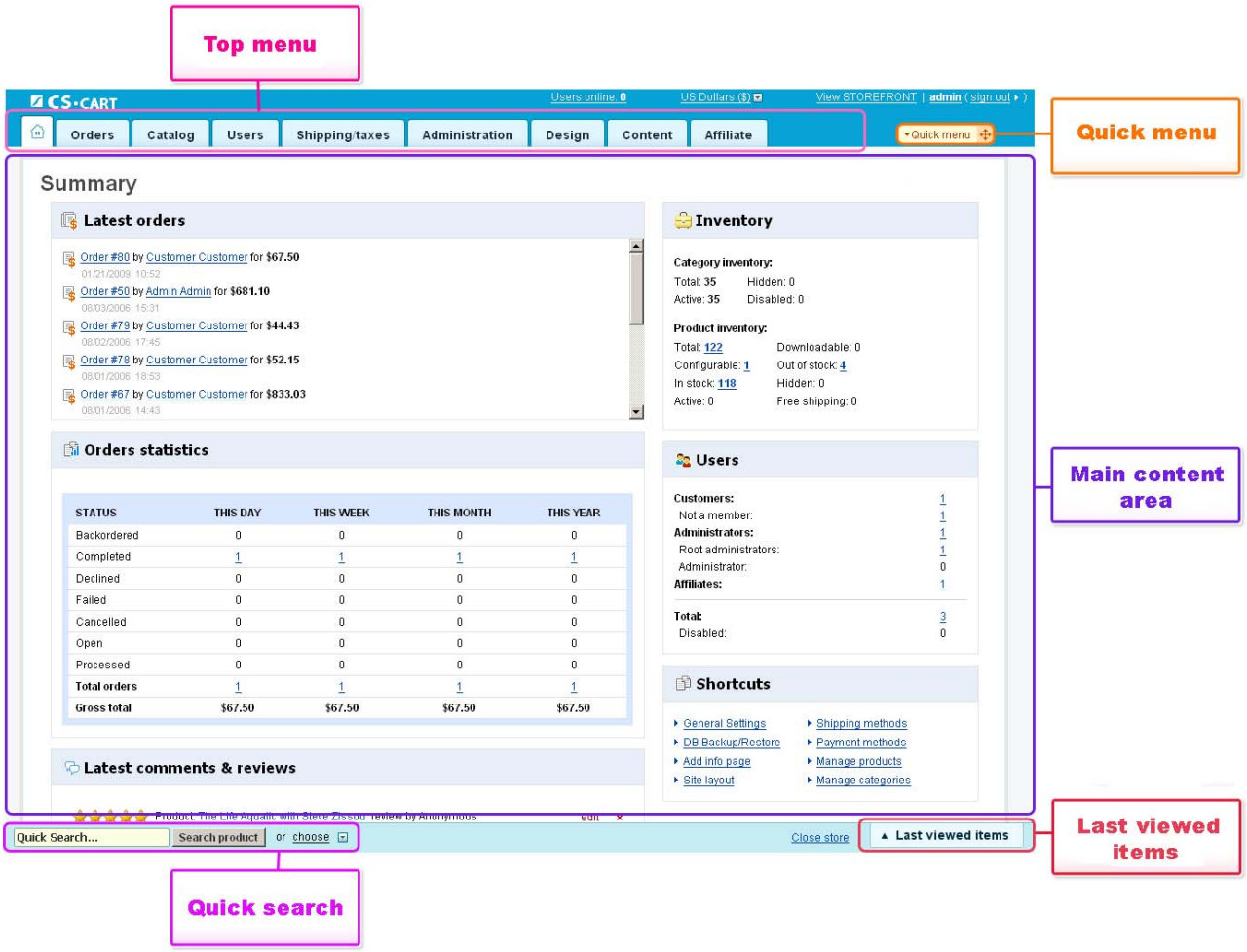
Storefront interface

The layout can vary greatly depending on the addons or information blocks enabled. More information about the addons and blocks can be found in the chapters **Addons** (Administration->Addons) and **Blocks** (Design->Blocks).

You can change the store outlook and locations of the elements listed above by yourself, or make use of our design integration service (for more information please visit http://www.cs-cart.com).

4.1.2 Administration interface

The administration panel is where you control and configure the shop by setting up options, processing orders, managing inventory and users. The structure of the admin panel can be conditionally divided into 3 parts: the top menu, the main content area and the bottom panel.



Administration interface

The top menu

The top menu is a set of tabs, each of which represents a certain aspect of store operation. The tabs are Orders, Catalog, Users, Shipping/taxes, Administration, Design, Content and Affiliate. Click on a tab and you will see the administration sections of this tab.

The main content area

The main content area is displayed in the center. All actions are performed in this area, from setting system options to controlling affiliate payouts.

The bottom panel

The bottom panel contains a search section and the **Last viewed items** section.

The search section allows to perform a quick search in product name, product code, store content and also search for order IDs or users.

The **Last viewed items** feature dynamically keeps track of the last 10 items viewed and edited by you and allows to visit them by a single click. Moreover, it shows you not only links to the desired items but also images related to them:

- is displayed after editing any product data;
- is displayed after editing any order data;
- is displayed after editing other data.

So, you can quickly and easily return to any edited product, order or setting by clicking the **Last viewed items** link in the bottom right corner of the page.

Note: if you do not need to go back to the edited products, orders or settings, you can click on the clean up history link (after clicking on **Last viewed items**) and remove all the links listed there.

Also there is a built-in notification system that displays notifications in the right top corner. And a quick menu, displayed on all pages in the top right corner, enables you to quickly access any store section and perform a necessary action. The quick menu is fully customizable, so you can create your own set of frequently used actions.

To add a link to the quick menu you should do the following:

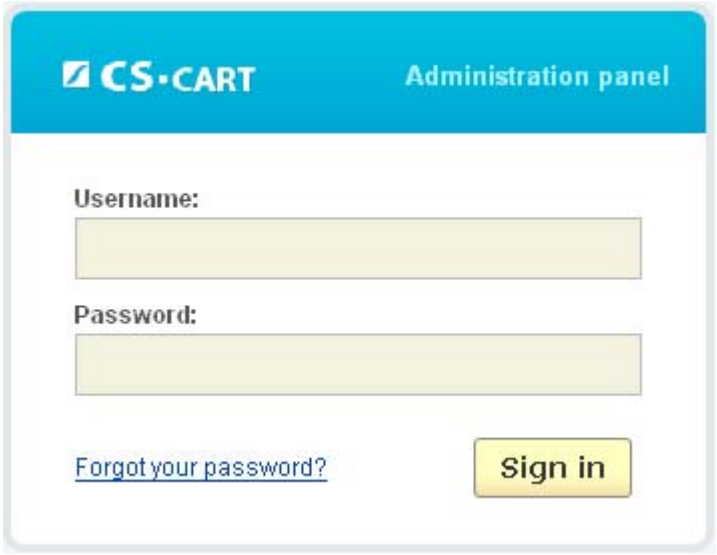
- click on **Quick menu** to open it;
- click on add link in the desired section of the quick menu;
- enter a link name in the **Name** field and a link itself in the **Link** field in the opened window and click on the Save button. The link will be added to the quick menu.

You can change the store outlook and locations of the elements listed above by yourself, or make use of our design integration service (for more information please visit http://www.cs-cart.com).

5. Administration panel

5.1 Authentication

When logging in, you will be presented with an authentication parameters form in which you must enter your user information.



Authentication

After entering the appropriate information, click on Sign in.

If you have forgotten your password, use **Forgot password?** link to have your new password sent to you by e-mail.

If you want to modify your user profile go to the '**All users**' chapter.

To log out, click on the **Log out** button at the top.

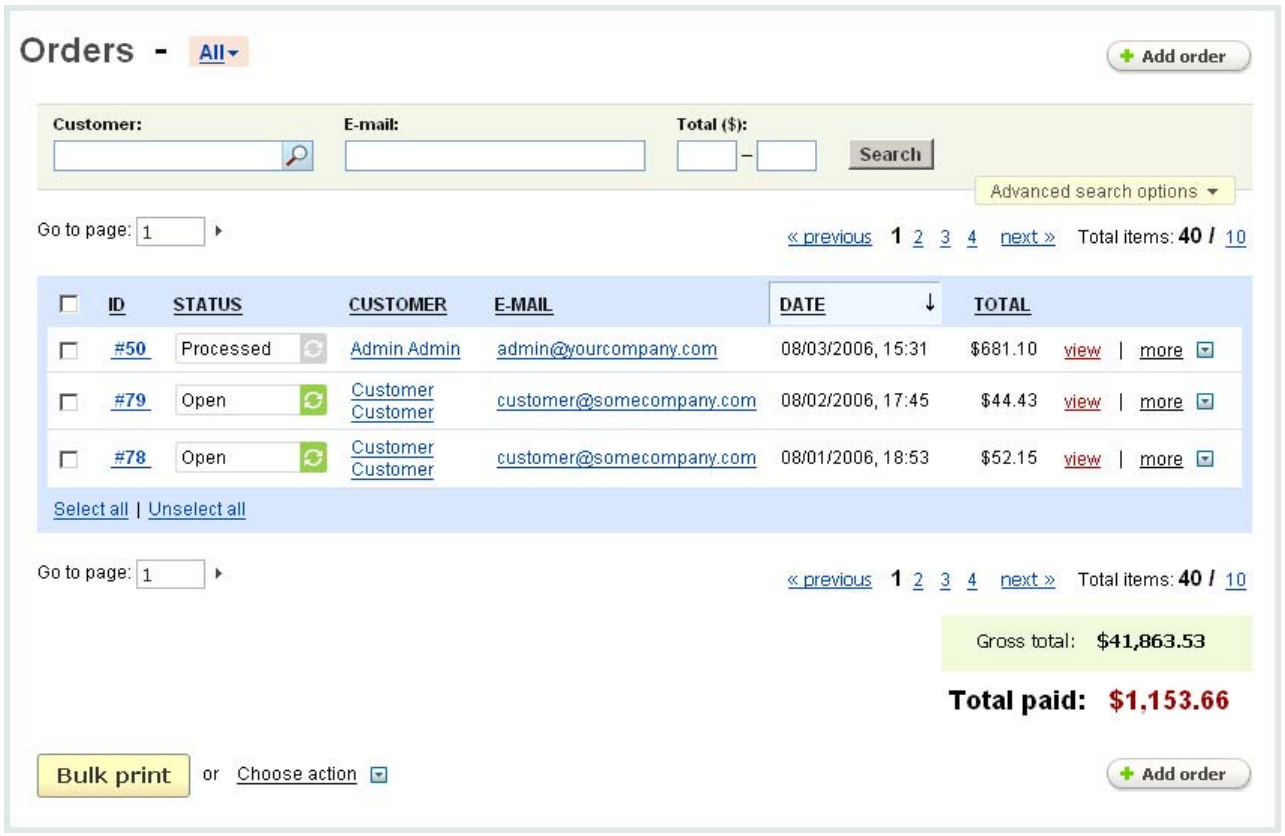
5.2 Orders

The CS-Cart software includes an overall order management system that features automatic e-mails to customers and merchants. The administrator can manage shop orders by making use of the sections of the '**Orders**' tab.

'Orders' box

5.2.1 View orders

Using this link will display the '**Orders**' page in the main content area.


Orders - All
Add order
Customer:
E-mail:
Total ($):
Search
Advanced search options
Go to page: 1
« previous 1 2 3 4 next » Total items: 40 / 10
ID STATUS CUSTOMER E-MAIL DATE TOTAL
#50 Processed Admin Admin admin@yourcompany.com 08/03/2006, 15:31 $681.10 view | more
#79 Open Customer Customer customer@somecompany.com 08/02/2006, 17:45 $44.43 view | more
#78 Open Customer Customer customer@somecompany.com 08/01/2006, 18:53 $52.15 view | more
Select all | Unselect all
Go to page: 1
« previous 1 2 3 4 next » Total items: 40 / 10
Gross total: $41,863.53
Total paid: $1,153.66
Bulk print
or Choose action
Add order

Orders

The '**Orders**' page contains the '**Search**' pattern which allows you to search for orders by the following parameters:

- *Customer* - customer's name;
- *E-mail* - customer's e-mail;
- *Total ($)* - order total (set the range of the order total);

If you want to make the search results more precise, click on **Advanced search option**. The search form will be expanded and you will be able to search by the following options:

- *Tax exempt* - whether the user who placed the order is tax exempt or not;
- *Order status* - check the necessary status;
- *Period* - set a date range or select among the specified periods;
  - All
  - This day - the current day;
  - This week - the current week;
  - This month - the current month;
  - This year - the current year;
  - Yesterday;
  - Previous week;
  - Previous month;
  - Previous year;
  - Last 24 hours;
  - Last 7 days;
  - Last 30 days;
- *Order ID* - identification number of the order;
- *Shipping* - the search results will include orders for which the checked shipping methods were used;
- *New orders* - tick off to search for orders that have not been viewed yet;
- *Gift certificate code* - here you can enter a gift certificate code and specify whether the gift certificate is purchased or used;
- Also advanced search allows to specify a product or products of the order. Click on the + Add link and choose the necessary product or products;
- *Customer files* - if enabled, the search results will contain orders with the customized product(s) (namely, products for which customers loaded their own files, e.g. images).

Moreover, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.

After filling in any of the search fields click on Search to display the search results.

The '**Orders**' page contains a list of all orders placed in the shop. The following information is given for each order:

- *Select column* - here you can select the necessary order(s);
- *ID* – order identification number;

If you wish, you can change the initial value from which order identification numbers will count by using the following path: **Administration->Settings->General->Initial order ID value**.

- *Status* – order status (the processing stage of this order);
- *Customer* – full name of the customer who placed this order;
- *E-mail* - e-mail address of the customer;
- *Date* - order registration date;
- *Total* – order total amount.

You can change the number of orders shown on a page by using this path: **Administration->Settings->Appearance>Orders per page**.

The '*Status*' field has the following values:

- *Open* – an order that has been placed but not yet processed;
- *Completed* – an already processed order (a seller got money and sent product to a customer);
- *Backordered* – a backordered order (the order cannot be processed as the ordered item is not in stock at the moment);
- *Failed* – a failed order;
- *Declined* – an order which was declined by a seller;
- *Cancelled* – an order which was cancelled by a customer;
- *Processed* – a processed order (seller got money, but product is not sent yet);
- *Decreasing status* - the status when the number of products in stock decreases;
- *Increasing status* - the status when the number of products in stock increases;

To change the order status:

- choose a new status value in the '*Status*' field.

To delete an order:

- place a check mark in the Select column of the order you want to delete;

- click on the **Choose action** link and choose **Delete selected**.

or

- use the more link and click on **Delete**.

To edit the order use the more link and click on **Edit**. You will be taken to the page where you can edit the order beginning from the order products to the payment method.

To print several invoices at the same time:

- place check marks in the Select column of the orders you want to print invoices for;

- click on Bulk print.

To print several invoices in PDF format:

- place check marks in the Select column of the orders you want to print invoices for;

- click on the **Choose action** link and choose **Bulk print (PDF)**

To remove a credit card information from the database:

- place a check mark in the Select column of the necessary order;

- click on the **Choose action** link and choose **Remove CC info**.

To export the selected order(s) to Quickbooks click on the **Choose action** link and choose **Export to Quickbooks**.

To export the selected order(s) click on the **Choose action** link and choose **Export selected**.

To look up order details:

- click on either the ID link or view link to display the order detail page ('**Viewing order**' page).

All order details are given in the following tabs: General, Addons, Promotions.

The tab **General** contains information about fraud risk (it is displayed, if the Anti Fraud addon was enabled when the order was placed), billing address, shipping address, payment information (payment method that was used when placing the order), products information - a list of ordered products with all necessary information (price, quantity, tax, subtotal, product options, etc.), and information about the order total amount, shipping cost and taxed amount.

To enter notes about the order:

- enter text into the '*Staff only notes*' field;

- click on Save.

To notify the customer of the changes, enable the **Notify customer** option before saving the changes to the database.

To notify the administrator of the changes, enable the **Notify orders department** option before saving the changes to the database.

If the customer left some notes regarding the order, they are shown in the **Customer notes** field.

If the **Allow to create shipments** option is enabled in **Administration->Settings->General**, you can divide the order into multiple shipments on the '**Viewing order**' page.

To create a shipment:

- click on +New shipment;

- choose the products that will be included in the shipment;

- specify quantity of the product(s);

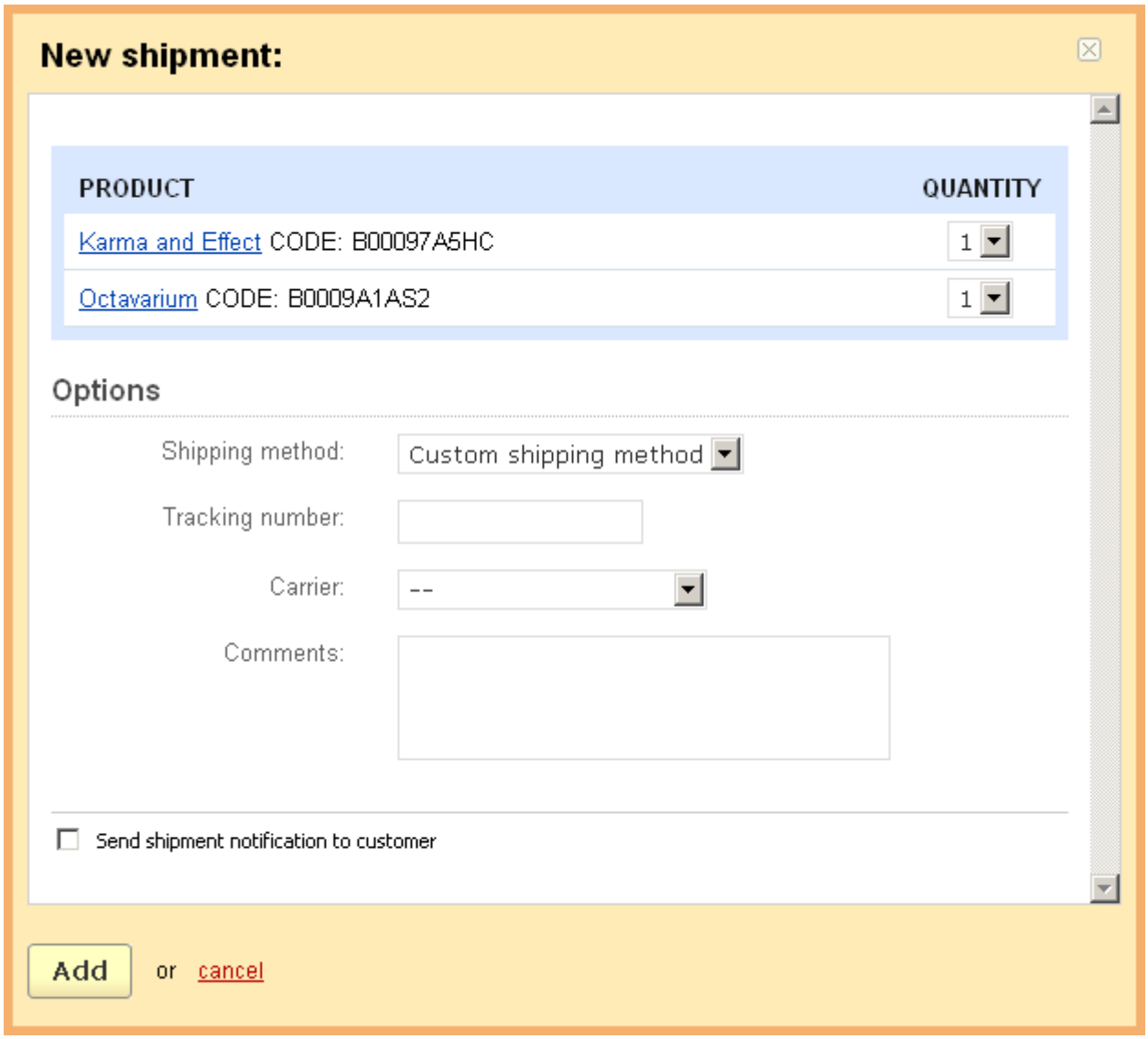
- in the **Options** section you can specify **Shipping method**, **Tracking number**, **Carrier**, **Comments** for the shipment;

- if the option **Send shipment notification to customer** is enabled, the customer who placed the order will be notified of the created shipment.

- after the necessary fields are filled in, click on Add.

To view the already created shipment(s), click on the View shipments link. You will be taken to the **Shipments** page (Orders->Shipments).

If a product is assigned to a shipment, it is marked as **shipped** on the **Viewing order** page.



New shipment

In the **Addons** tab you see the addon that can be enabled for orders. This addon is given here if it is enabled in **Administration->Addons**. For orders this is **Comments and reviews**.

By setting the **Communication** field to *Enabled* you enable the addon for this particular order, namely enable communication about the order. The **Communication** tab appears, in which you can add comments on the order. The added comments will be available for the customer who placed this order.

To notify the customer of the changes, enable the **Notify customer** option before saving the changes to the database.

To notify the administrator of the changes, enable the **Notify orders department** option before saving the changes to the database.

In case the order meets some promotion conditions, the promotion is displayed in the **Promotion** tab.

Add order

Under some conditions it is desirable for a store administrator to have the ability to create order manually, for instance if a customer places an order by phone. CS-Cart has a feature that allows you to create orders via the administration area.

Click on the

button and you will be taken to the page where you can create a new order.

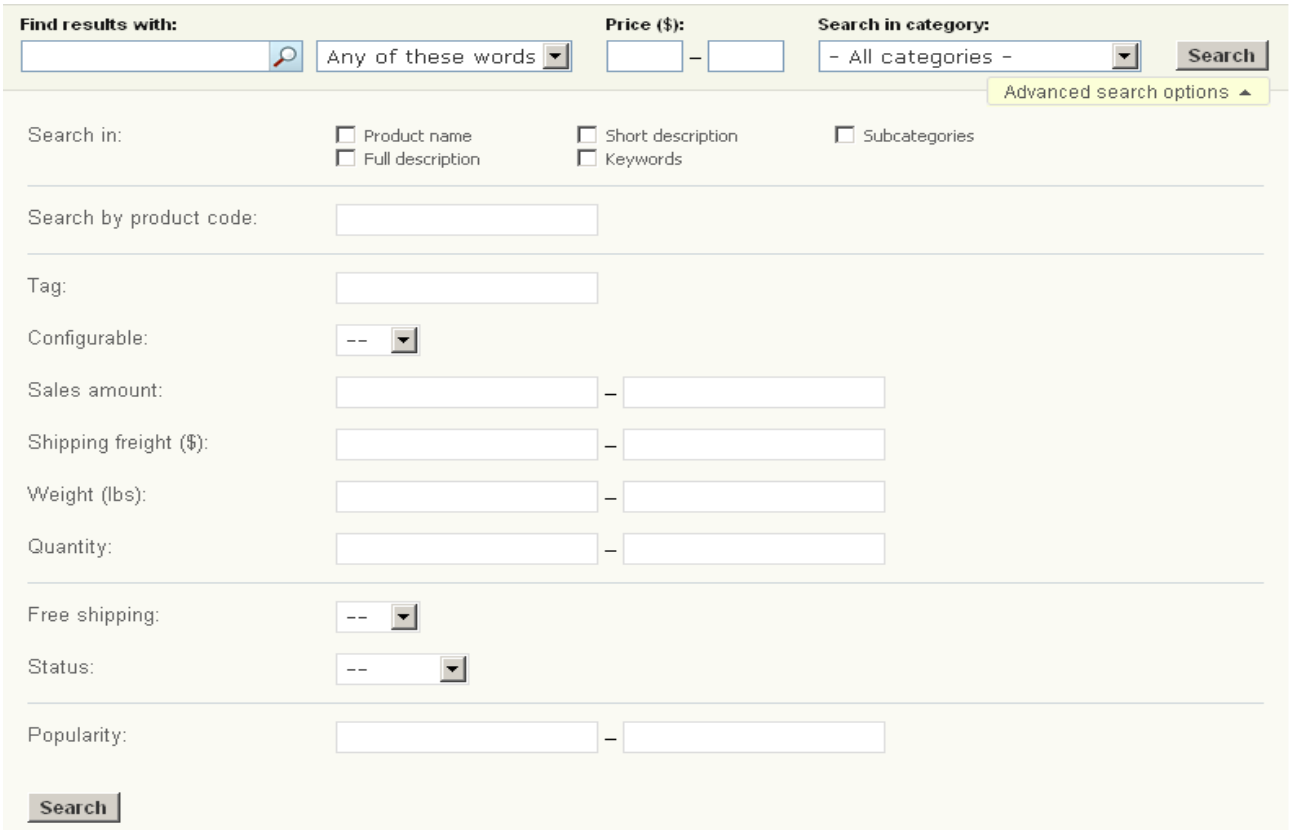
To add an order the store administrator will need to pass 4 steps:

- select products that need to be included in the order ('**Products**');
- enter customer information ('**Customer details**');
- select shipping and payment methods (a discount coupon can be applied and calculated tax and shipping rates can be defined manually) ('**Totals**');
- enter payment details and order notes ('**Summary**').

At the first step you will need to select products that will be ordered.

Using the

link you can select the necessary products. CS-Cart provides two types of search: basic and advanced search.



Search for products

Basic search options are:

- *Find results with*:

Available options:

- Any of these words - search for any entered word;
- All of these words - search for all entered words in any order;
- The exact phrase - search for the exact entered phrase.

- *Price ($)*;

Specify a price range in which the search will be performed.

- *Search in category*;

This field allows you to define the location of the product(s) you are looking for. For example, to search for orders in all categories, choose the item '-All categories-' in this select box or select categories/subcategories in which the search will be done.

Advanced search options allow you to specify additional advanced search criteria:

- *Search in*;

- Product name;

- Full description;
- Short description;
- Keywords;
- Subcategories.

- *Search by product code* - you search by a unique product code*;*
- *Tag* - search by the product tag;
- *Configurable* - select whether the product is configurable or not;
- *Sales amount* - specify an interval for the sold items;
- *Shipping freight($)* - specify a shipping freight range;
- *Weight*(*lbs*) - specify a weight range;
- *Quantity* - specify a quantity range;
- *Free shipping* - whether free shipping is selected for the product;
- *Status* - specify product status;
- *Popularity* - specify a range of popularity rating.

After filling in any of the search fields, click on Search to start the search process. After that a list of products is displayed.

The following information is given for each product:

- *Product name* - name of the product and product options if any;
- *Price* - product price;
- *Quantity* - number of products.

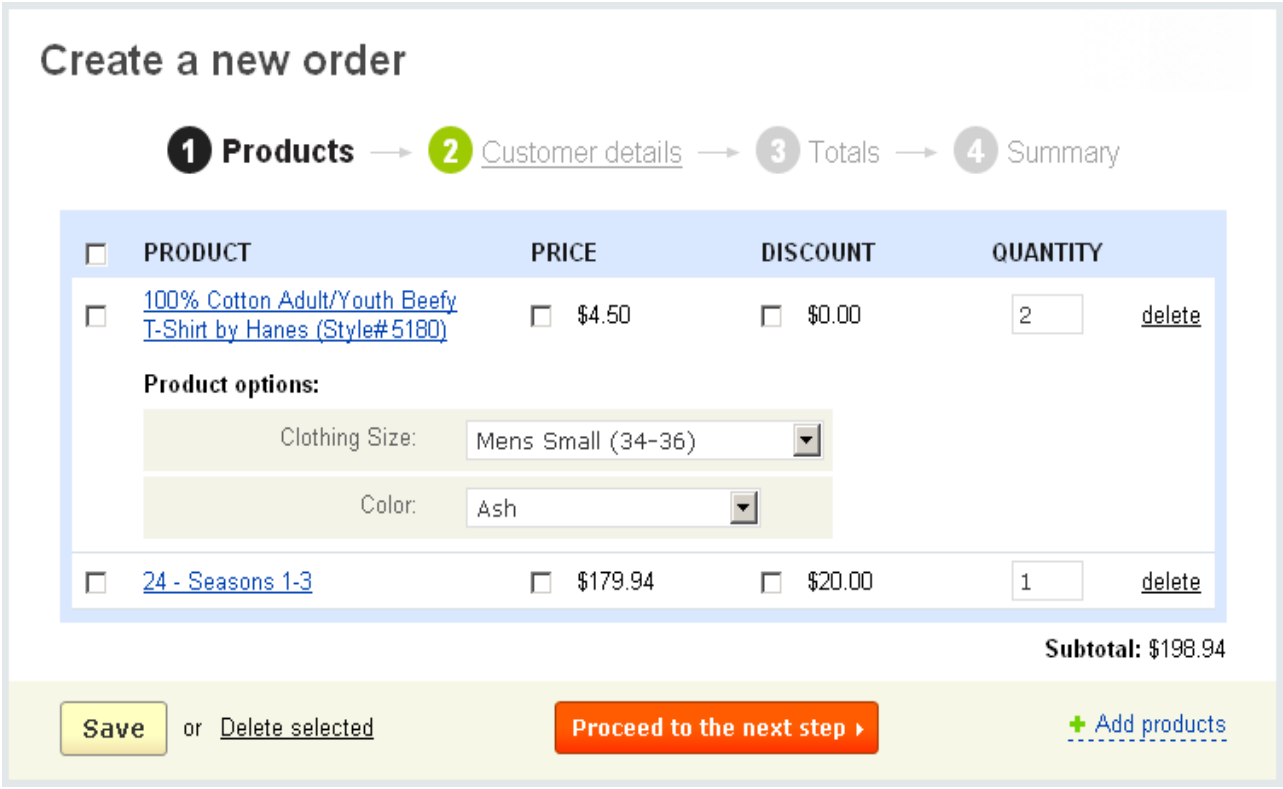
To add the product(s) to cart:

- enter the necessary value into the '*Quantity*' field;
- click on Add products.

Now the selected products are included in the list of ordered products. This list is represented as a table with the following columns:

- *Select column* - you can select the necessary product(s);
- *Product* - product name;
- *Price* - product price;
- *Discount* - product discount;
- *Quantity* - number of products.

By ticking off the check box before the price, discount, etc. you are able to define your own values. Otherwise values will be taken from the database.



List of products

If you change the value of any field click on Save.

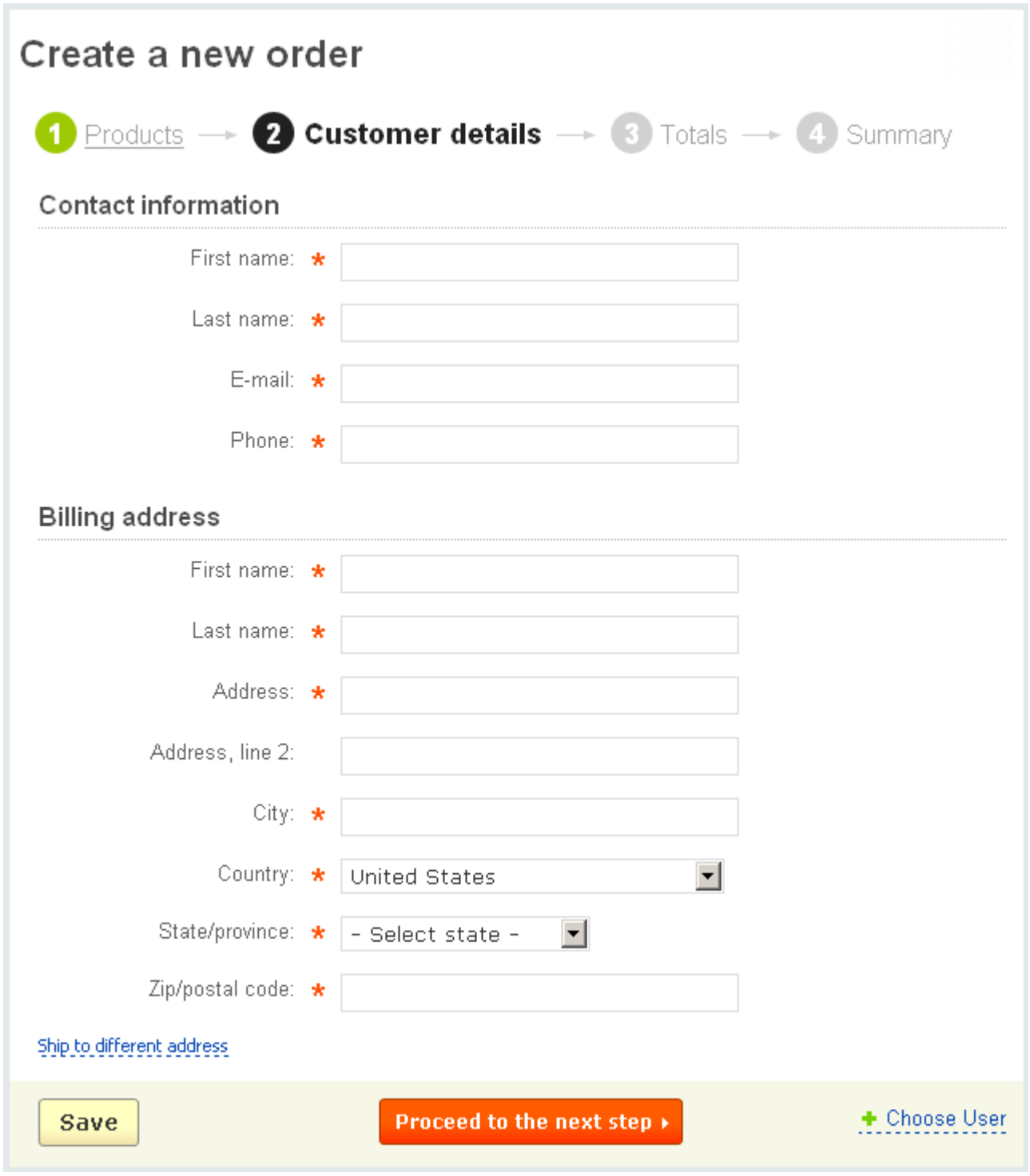
To delete a product from the list:
- tick off the check box opposite the entry you want to delete;
- click on Delete selected.

Click on the **Proceed to the next ste**p button to go to the next step.

At the second step you should enter customer information (contact information, billing address, shipping address).

If the billing address is not the same as the shipping address click on '*Ship to different address*' and enter the necessary address. If the check box is ticked off, you can specify a different shipping address.

The fields marked with * are mandatory. You cannot proceed to the next step without entering the necessary information in these fields.



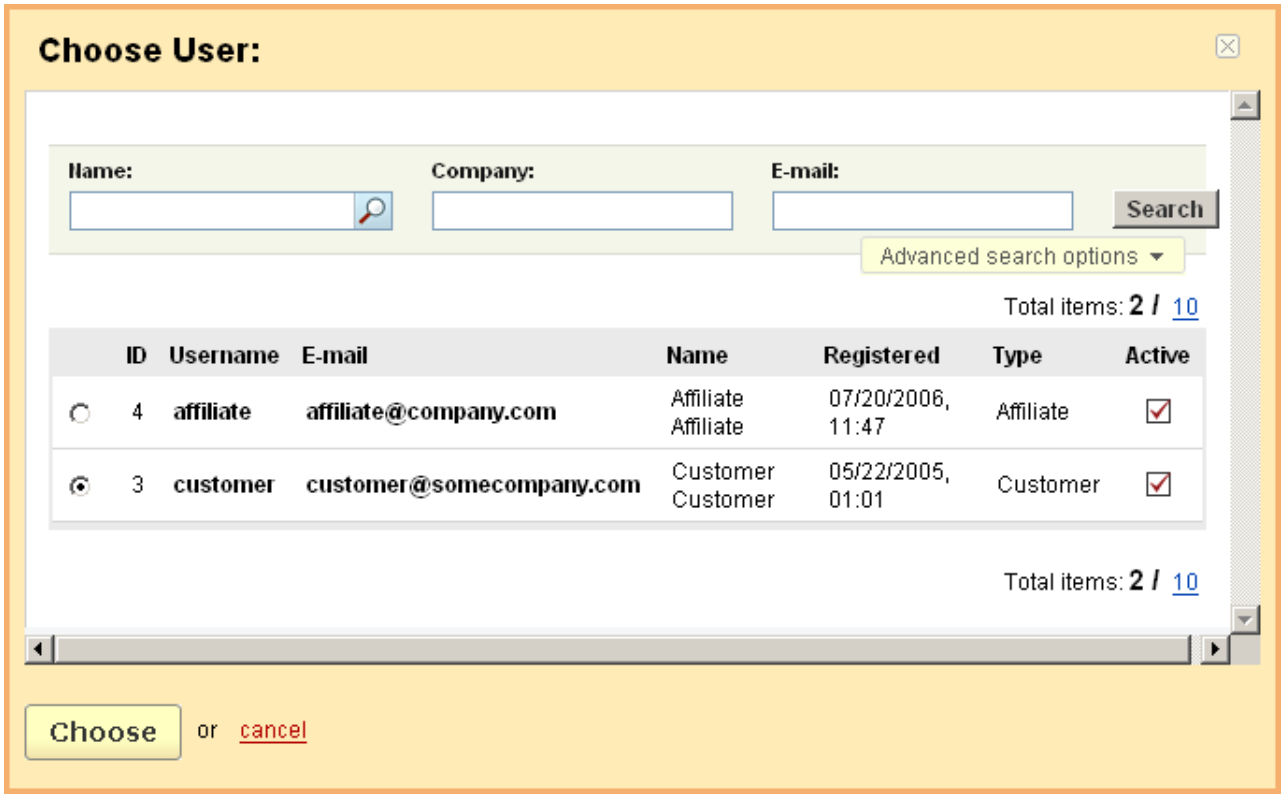
Customer information

After the fields are filled in click on Save to save the information.

If the customer is registered you can use the Choose User link to enter his/her information automatically. You can search for the user by name, company, e-mail, username, user group, tax exempt, address, city, zip/postal code, state/province, country, tag, ordered products. When any of the fields is filled in click on Search.

User(s) information is displayed. The following information is given:

- *Select column*;
- *ID* - user unique identification number;
- *Username* - unique name identifying the user;
- *E-mail* - user e-mail address;
- *Name* - full name of the user;
- *Registered* - date and time of registration;
- *Type* - whether the user is a customer or affiliate;
- *Active* - shows whether the user is active or not.



Choose user

To enter user information into the necessary fields:

- tick off the radio button of the user;

- click on Choose button.

Now that all the fields are filled in click on the **Proceed to the next step** button to turn to the third step.

The following elements are included in the '**Totals**' form:

First product information is displayed:

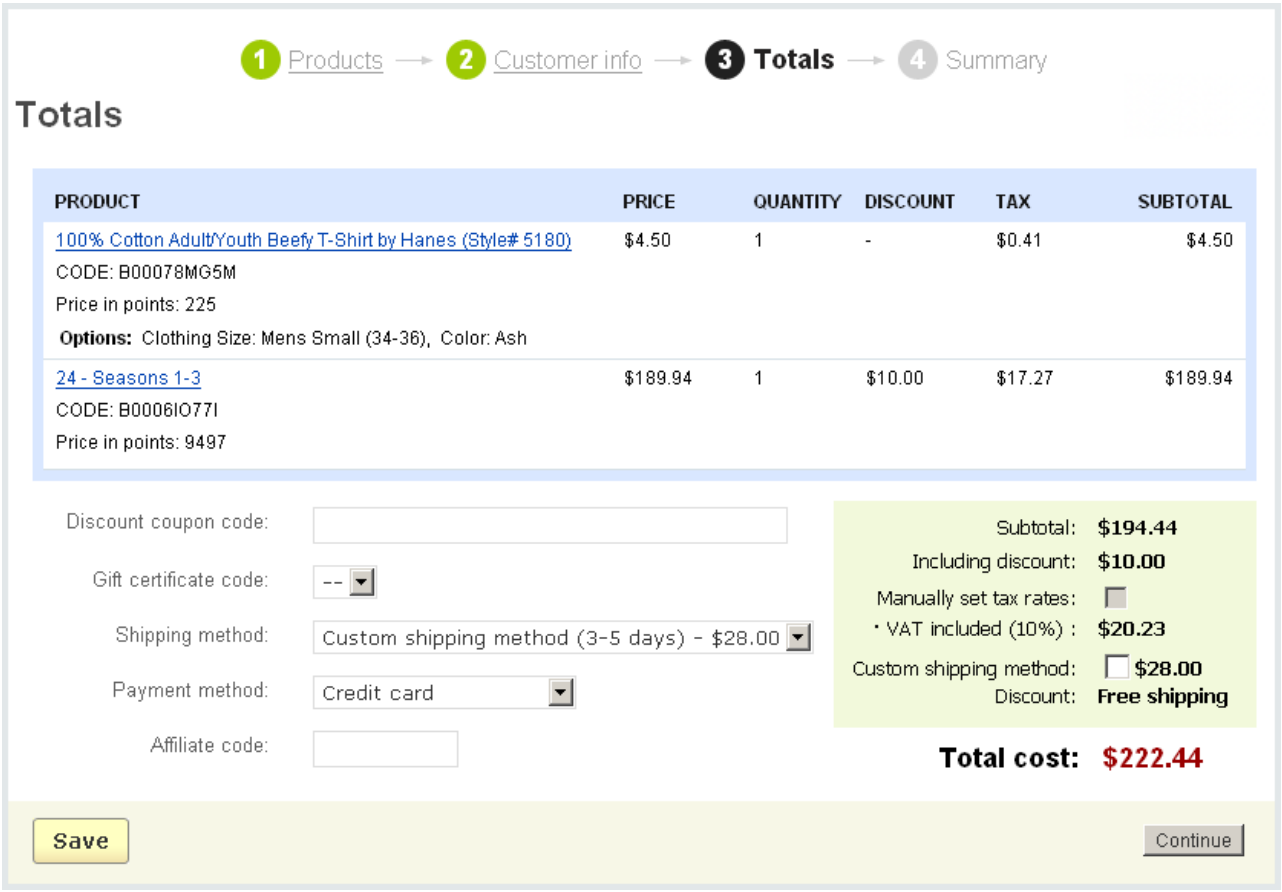
- P*roduct* - product name and its options;
- *Price* - product price;
- *Quantity* - number of products;
- *Points* - number of points the user gets on his account for this product (if the **Reward points** addon is enabled and set up);
- *Discount* - product discount amount;
- *Tax* - product tax;
- *Subtotal* - subtotal for the product.

Then follows order information:

- *Subtotal* - order subtotal;
- *Including discount* - discount amount;
- *Points* - points which are added to the user's account (if any);
- *Including taxes* - tax amount;
- *Custom shipping method*;
- *Discount*;
- *Total cost*;
- the '**Discount coupon code**' select box - you can apply the coupon(s) to the order;
- the '**Gift certificate code**' input field - enter the gift certificate code to apply it to the order;
- the '**Shipping method**' select box;
- the '**Payment method**' select box - here you choose a payment method;
- the '**Affiliate code**' input field.

If you change the value of any field click on Save.

Click on the **Proceed to the next step** button to proceed to the fourth step.



Checkout

Now you are on the '**Summary**' page. The order and customer information is displayed on the page:

- **Billing address**;
- **Shipping address**;
- **Payment method**;
- **Shipping method**;

'**Payment method**' and '**Shipping method**' have the **[Change]** link. By using it you can return to the third step.

- Payment details - details peculiar to the payment method should be entered in this section. For instance, if payment method is credit card, in the **Payment details** section the following data must be entered: card (Visa, Visa Electron, etc.), card number, cardholder's name, expiration date. Also some notes can be added to the order here.

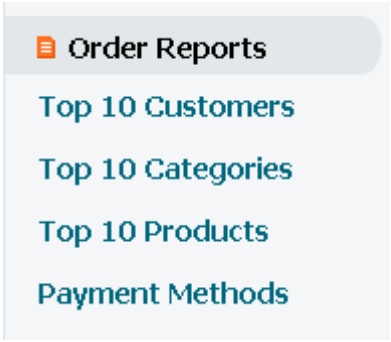
To add the order to the list of orders click on Create ▸.

To start the order processing click on the Create and process payment ▸ button.

5.2.2 Sales reports

Using this feature you have the ability to make quantitative and qualitative analyses of the existing orders and their components (purchased products, used payment methods, customers, etc.). The reports will help you to study the market and to increase in sales. On the '**Sales reports**' page you can view reports which help you to make the analysis of your sales.

The '**Reports**' section contains 5 reports which are already defined by default. They are listed in the right hand menu.

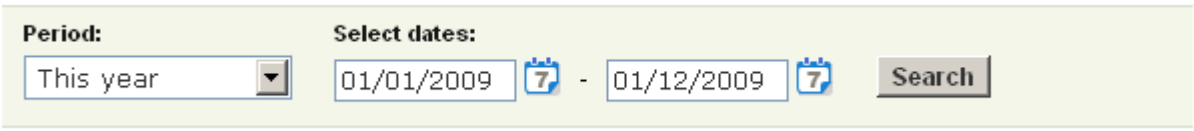


They are:

- **Order Reports**;
- **Top 10 Customers**;
- **Top 10 Categories**;
- **Top 10 Products**;
- **Payment Methods**.

Each report page contains the search section and report charts.

The search section enables you to select a date range for all charts. Here you can either set a custom date range or choose one of the specified options.



Date range

Let's consider the '**Top 10 Products**' report. It contains 4 charts:

- **Top 10 Products - Items Sold**;
- **Top 10 Products - Cost**;
- **Top 10 Products - Cost(monthly)**;

- **Top 10 Products - Items Sold(monthly)**.

The specified date range affects all charts in the current report section.

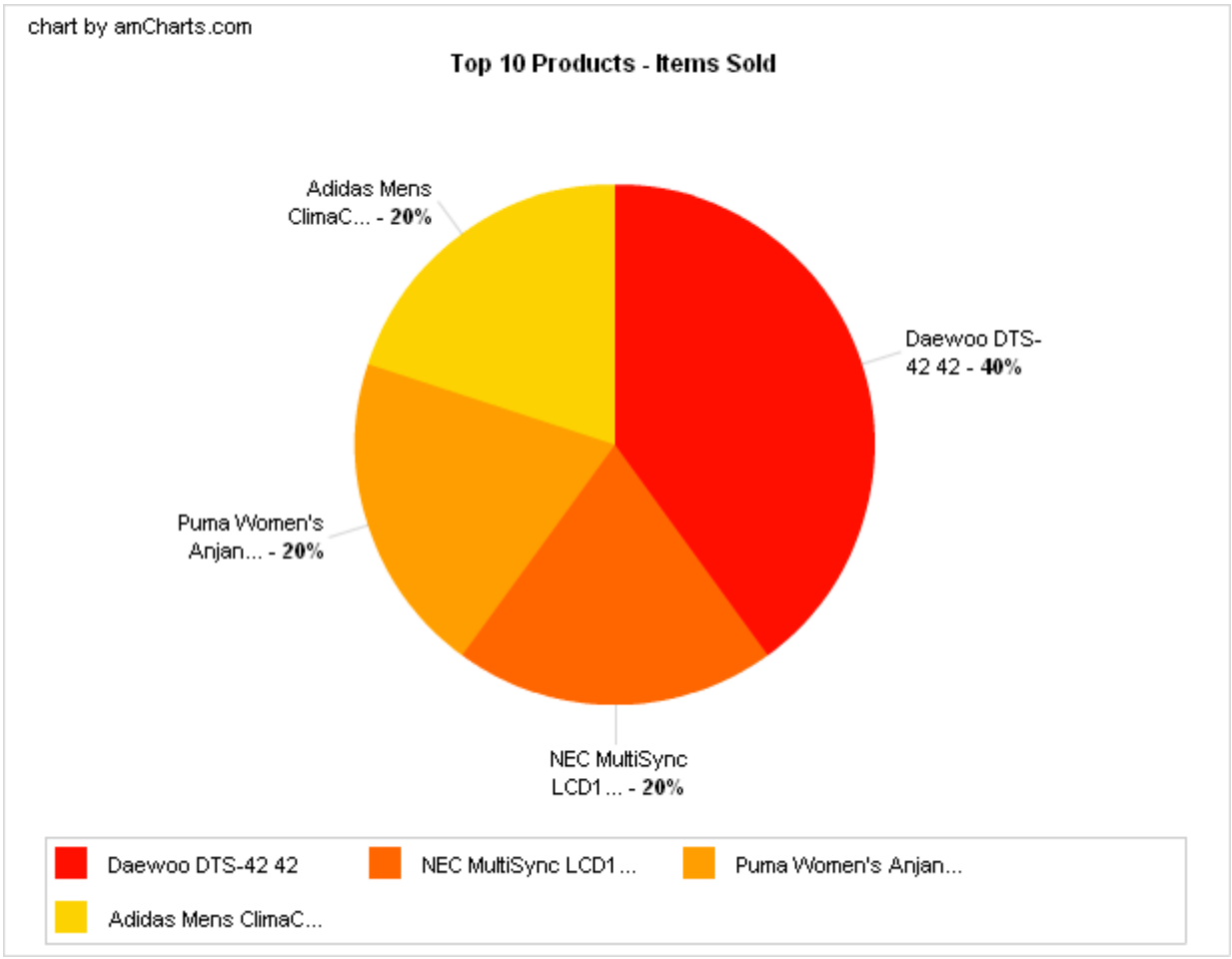
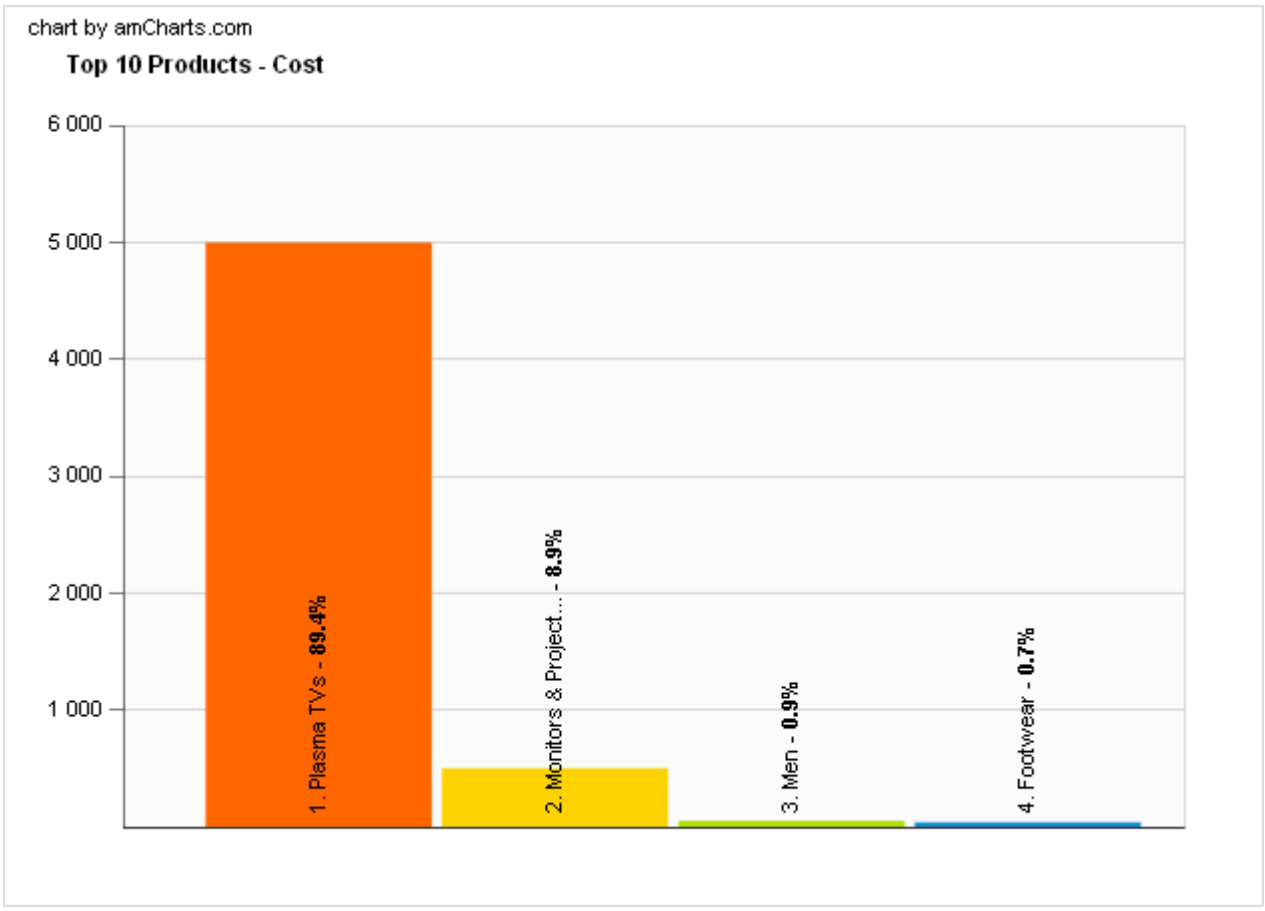


chart by amCharts.com
Top 10 Products - Items Sold
Adidas Mens ClimaC... - 20%
Daewoo DTS-42 42 - 40%
Puma Women's Anjan... - 20%
NEC MultiSync LCD1... - 20%
Daewoo DTS-42 42
NEC MultiSync LCD1...
Puma Women's Anjan...
Adidas Mens ClimaC...

Top 10 Products - Items Sold

Top 10 Products - Items Sold is a chart represented as a graphic pie where object to analyze is products, value to display is the number of products, date range is not set (all data are analyzed), and where values are selected by the number of items.

Top 10 Products - Cost is a bar chart where object to analyze is categories, value to display is product costs, time interval - total, date range is not set (all data are analyzed), and where values are selected by the number of items.



Top 10 Products - Cost

PRODUCTS	TOTAL
1. Daewoo DTS-42 42	$4,998.00
2. NEC MultiSync LCD1915X 19	$499.99
3. Adidas Mens ClimaCool Mesh Polos	$49.95
4. Puma Women's Anjan Leather	$39.99

Top 10 Products - Cost (monthly)

'**Top 10 Products - Cost (monthly)**' is a chart represented as a table where object to analyze is products, value to display is product costs, time interval - total, date range is not set (all data are analyzed), and where values are selected by total cost.

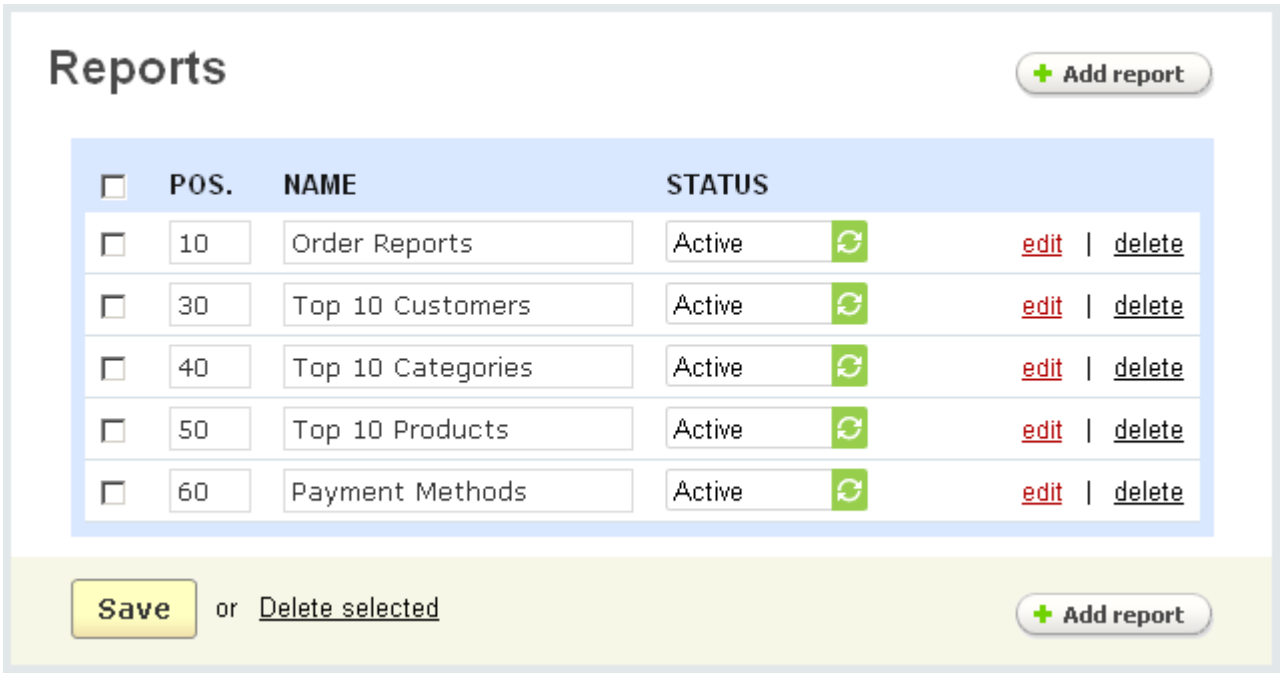
'**Top 10 Products - Items Sold (monthly)**' is a chart represented as a table where object to analyze is products, value to display is the number of products, time interval - month, date range is not set (all data are analyzed), and where values are selected by the number of items.

PRODUCTS	JANUARY
1. Daewoo DTS-42 42	2
2. NEC MultiSync LCD1915X 19	1
3. Puma Women's Anjan Leather	1
4. Adidas Mens ClimaCool Mesh Polos	1

Top 10 Products - Items Sold (monthly)

If you want to edit reports, click on the manage reports link right under the page title. You will be taken to the page with a list of the defined reports. You will see the following data:

- *Select column* - select the necessary item;
- *Position* - ordinal number;
- *Name* - name of the report;
- *Status* - status of the report (whether it is enabled or disabled).



Reports

If you edit the value of any field, click on Save to save the changes.

To delete a report from the list:

- tick off the check box opposite the entry you want to delete;
- click on Delete selected.

To create a new report click on the + Add report button.

Let's consider a report and its components by the example of '**Top 10 Products**'.

To edit the '**Top 10 Products**' report click on the edit link. The '**Editing report**' page is opened. It contains:

- *Name* - name of the report;
- *Position* - ordinal number;
- *Status* - whether the report is active or disabled;
- the '**Charts**' section.

The '**Charts**' section gives the following information:

- *Select column*;
- *Position* - ordinal number;
- *Name* - name of the chart;
- *Type* - type of chart representation (table, bar, pie, pie 3D);
- *Value to display* - what is figured in the chart (order totals, the number of orders, discounts and coupons, taxes, shipping costs, product costs, the number of products).

If you edit the value of any field, click on Save to save the changes.

To delete a chart from the list:

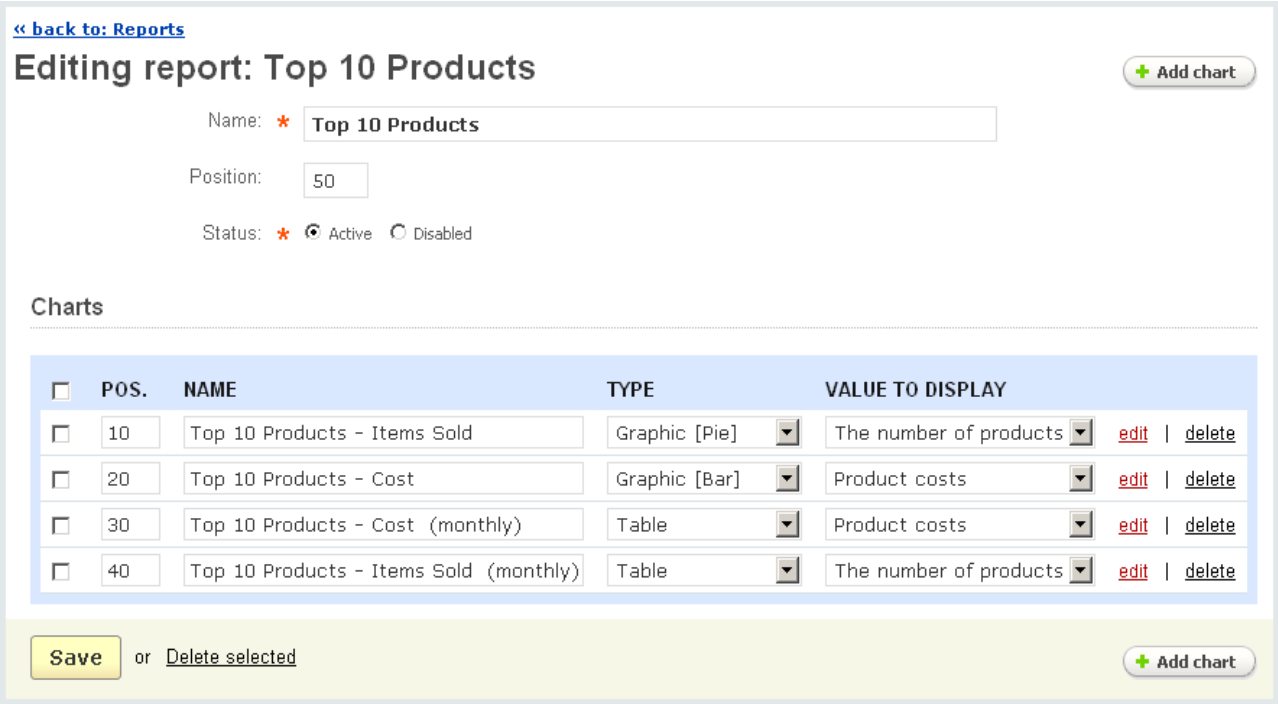
- tick off the check box opposite the entry you want to delete;
- click on Delete selected.

To add a new chart click on the + Add chart button.

The '**Top 10 Products**' report consists of 4 charts:

- '**Top 10 Products - Items Sold**';
- '**Top 10 Products - Cost**';
- '**Top 10 Products - Cost(monthly)**';

- '**Top 10 Products - Items Sold(monthly)**'.


« back to: Reports
Editing report: Top 10 Products
Add chart
Name: * Top 10 Products
Position: 50
Status: * Active Disabled
Charts
POS. NAME TYPE VALUE TO DISPLAY
10 Top 10 Products - Items Sold Graphic [Pie] The number of products edit | delete
20 Top 10 Products - Cost Graphic [Bar] Product costs edit | delete
30 Top 10 Products - Cost (monthly) Table Product costs edit | delete
40 Top 10 Products - Items Sold (monthly) Table The number of products edit | delete
Save or Delete selected
Add chart

Edit report

If you want to edit the chart click on the edit link. You will be taken to the page with the following tabs: General, Orders, Statuses of orders, Payment methods, Locations, Users, Categories, Products. In the **General** tab you define the chart parameters, while options of the other tabs allow to set chart conditions and thereby restrict the chart data.

The **General** tab contains:

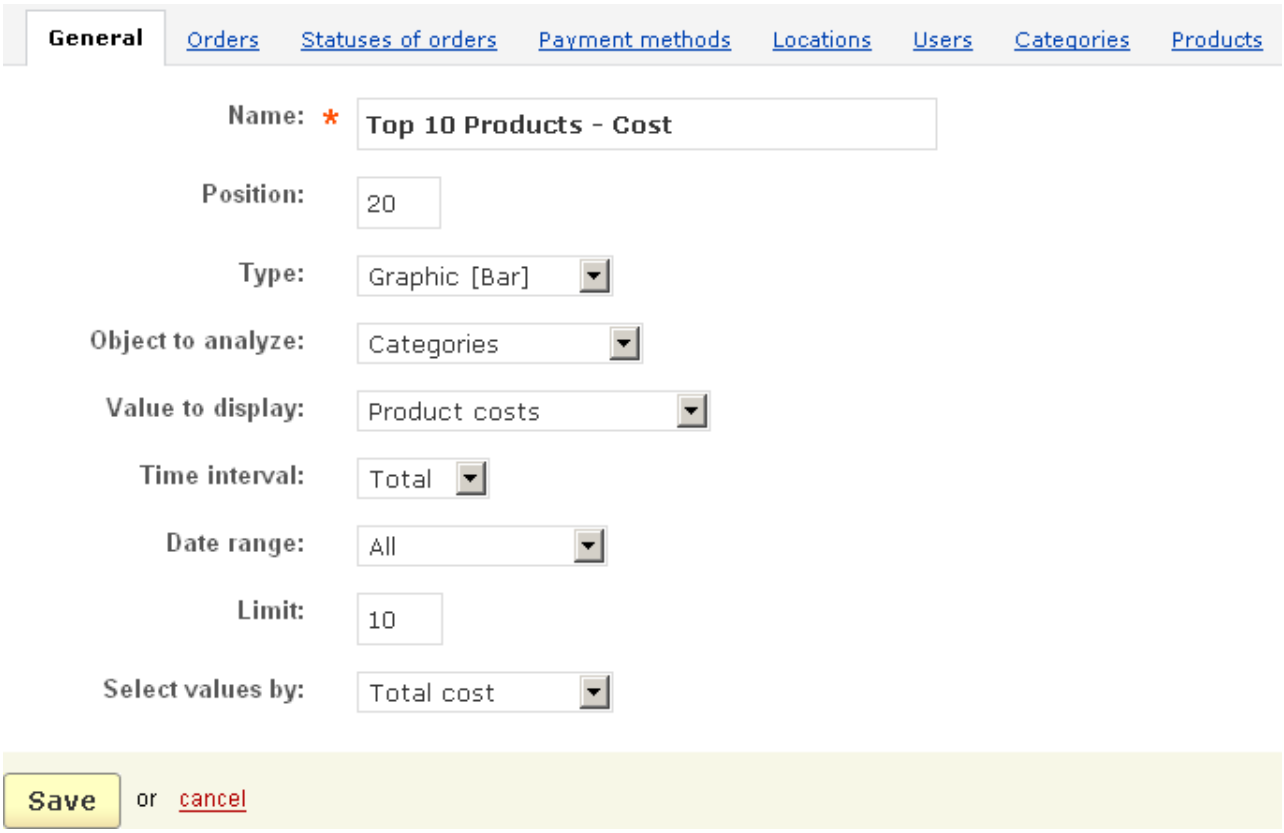
- *Name* - name of the chart;
- *Position* - ordinal number of the chart;
- *Type* - type of chart representation (table, bar, pie, pie 3D);
- *Object to analyze* - an object that is analyzed with the chart;
- *Value to display* - it is what is figured in the chart (parameters according to which analysis is fulfilled);
- *Time interval* - periods that are analyzed (day, week, month, year);

If chart type is a pie or a pie 3D the '**Time interval**' field is hidden.

- *Date range* - period of time over which analysis is carried out;
- *Limit* - max number of chart components;

The value of the '**Limit**' field cannot exceed 25 if chart type is not '**Table**'.

- *Select values by* - parameter by which values are selected. It should correspond with the values to display (e.g. Products costs - Total cost or Number of products - number of items).



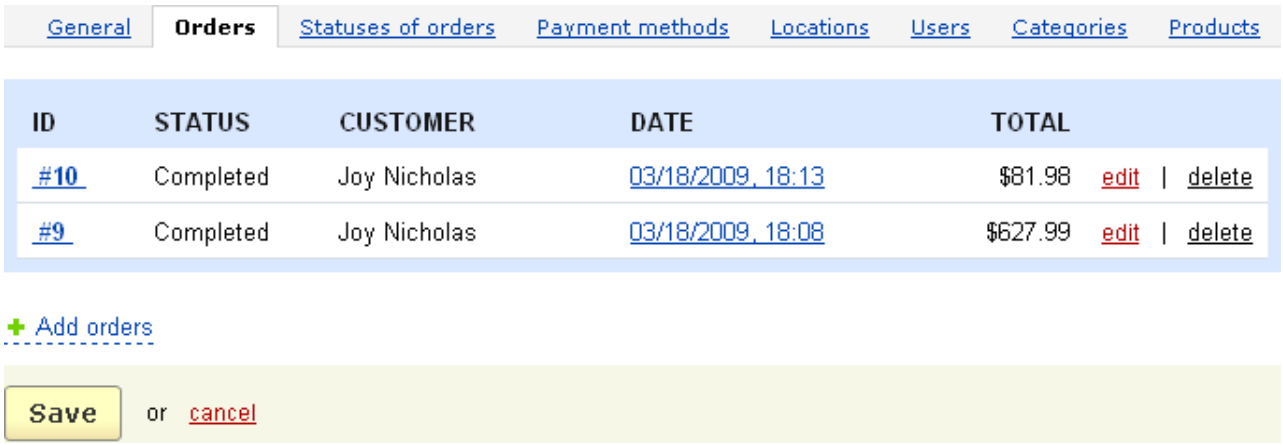
The General tab

If you edit the value of some fields, click on Save to save the changes.

Options of the tabs *Orders*, *Status*, *Payment methods*, *Locations*, *Users*, *Categories*, *Products* help you set the conditions of the chart. In other words, you can select only e.g. orders that have been paid by credit card and/or orders that have been placed by certain customers, etc. If no conditions are defined, all existing orders are taken into account.

The note with all defined chart conditions is displayed at the top of the page and above the chart while it is being viewed.

Using '**Orders**' you can select certain orders that will be analyzed. Click on **+Add orders** and specify the necessary order(s) in the pop-up section.



Orders

To delete an order from the list:

- click on delete of the entry you want to delete.

'**Statuses of orders**'

This is where you can set up the statuses of the orders you want to analyze: whether it is backordered, completed, declined, failed, cancelled, open, processed.

Tick off the check box of the status(es) and click on Save.

The '**Payment methods**' tab contains a list of all defined payment methods:

- *Select column*;
- *Payment* - payment method;
- *Processor* - payment gateway defined for the payment method;
- *User group* - 'All' is set up by default.

If you place or remove a check mark, click on Save to save the changes.

With the help of the '**Locations**' tab you can select the destination(s).

Choose the destination, tick off its check box and click on Save. This means that orders that have been placed by customers from the selected destination zone(s) will be selected as chart conditions.

To make an analysis of orders placed by certain users select them in the '**Users**' section. Click on +Add users and specify the necessary users in the pop-up section.

To delete a user:

- click on delete mark of the entry you want to delete.

The '**Categories**' section enables you to choose among categories and subcategories.

Click on the + Add categories link and specify the necessary categories in the pop-up section. The selection of categories means that the orders with the products from the chosen categories will be selected as chart conditions.

Using the '**Products**' section you can select certain products for analyzing.

To add the product to the list of defined products use the + Add products link.

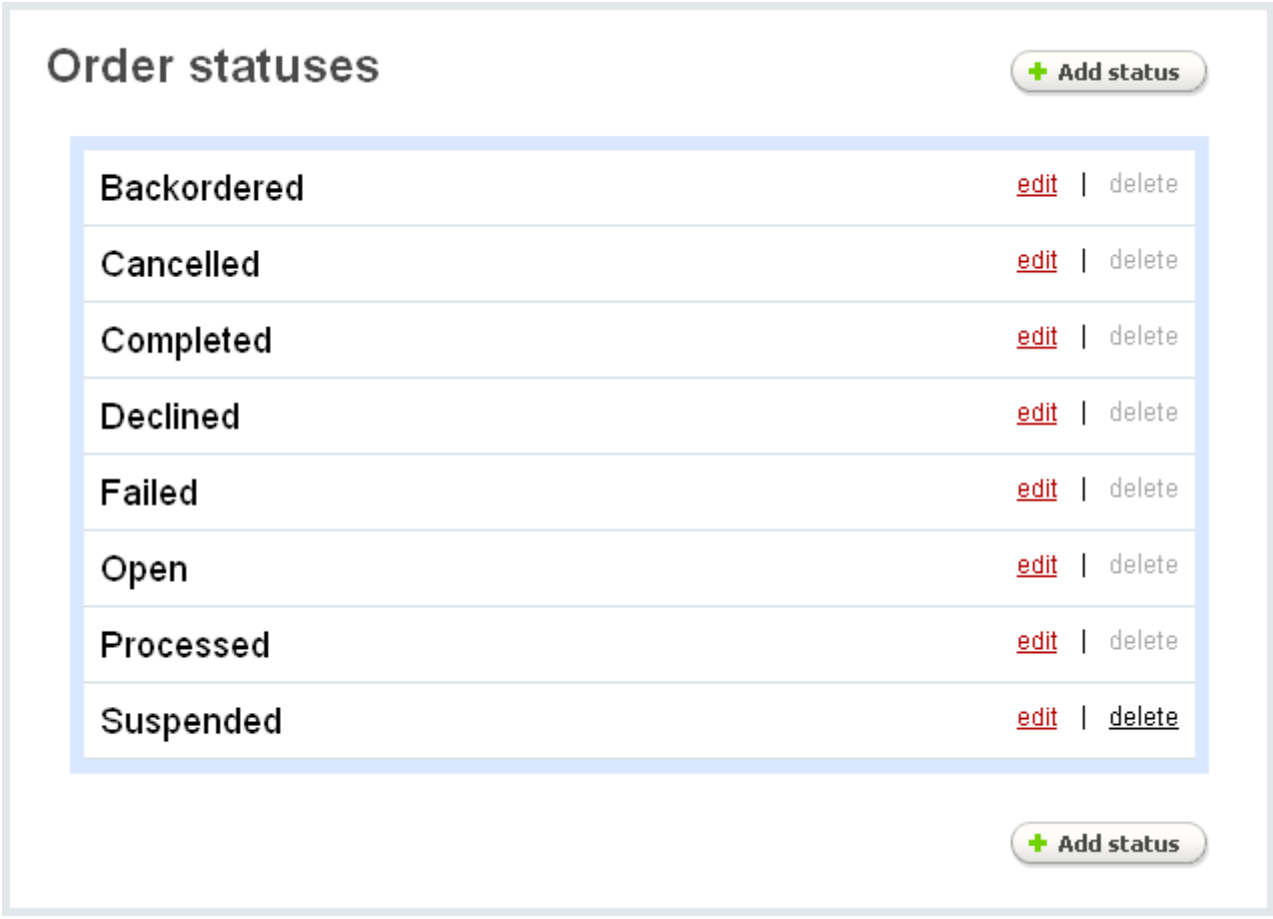
The selection of products means that orders that have the chosen products will be selected as chart conditions.

To cancel all chart conditions click on the **clear conditions** link at the top.

To view the charts of the report, click on the **view report** link.

5.2.3 Order statuses

This feature allows you to define new and change the existing order statuses according to your needs.



Order statuses

7 order statuses are available by default. They cannot be deleted.

To delete a status click on the delete link of the status you want to delete.

If you want to edit the existing order status click on the edit link. The pop-up section will appear and you will be able to edit the following parameters:

- *Name* - name of the order status;
- *Status* - letter symbol of the order status;
- *E-mail subject* - the subject of the e-mail which is sent to customers automatically and which notifies them of the processing stage of the orders;
- *E-mail header* - the header of the e-mail which is sent to customers automatically and which notifies them of the processing stage of the orders;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor .

- *Notify customer* - tick off if you want to inform customers that the status of their order has changed to this one;

- *Notify orders department* - tick off if you want to inform the store administrator that the status of the order has changed to this one;

- *Inventory* - the value of this field shows whether this order decreases or increases the product quantity;

- *Remove CC info* - if ticked off, the credit card information is removed from the database;

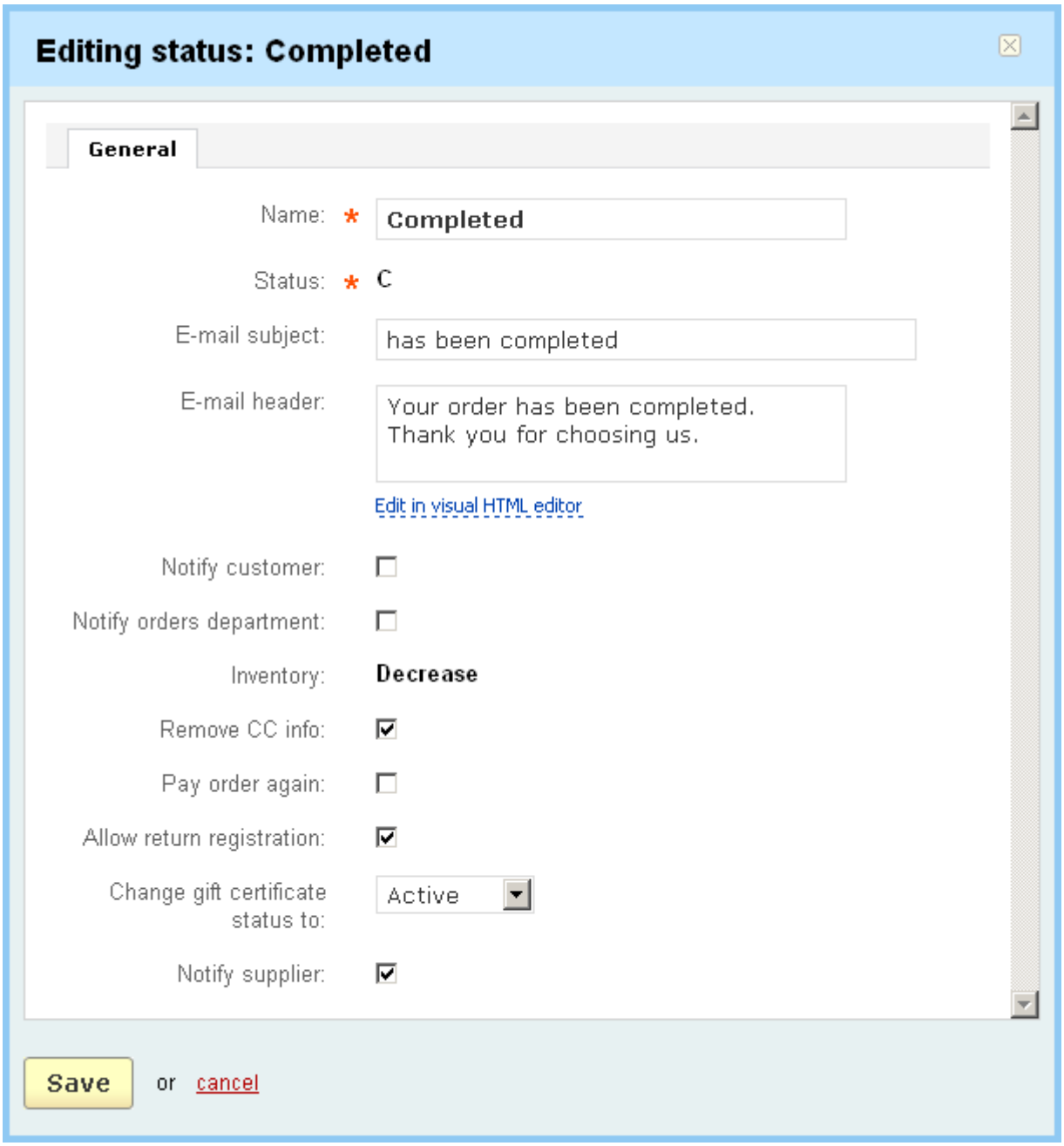
- *Pay order again* - if ticked off, a customer can pay for the order again in case the previous attempt failed;

- *Allow return registration* - if enabled, customers can register return of products (functionality of the RMA addon) in the storefront for the orders with this status;

- *Notify supplier* - tick off if you want to inform suppliers that the status of the order has changed to this one;

- *Change gift certificate status to* - choose the status a gift certificate will have, if the order acquires this particular order status.

If you make any changes, click on the Save button to save them in the database.



Order statuses

Some statuses are already defined, but you can add your own statuses using the + Add status button.

To delete a status (default statuses cannot be deleted) click on the delete link of the status you want to delete.

5.2.4 Shipments

The shipment functionality gives you the ability to ship an order (products of the order) in different batches and on different periods. Such batches will be treated as separate shipments of one order. For example, in stock items can be shipped immediately after the order is placed. Any backordered items in the order can be shipped separately at a later date.

Shipments are created in the **Shipping information** section on the **Viewing order** page.

It is necessary to enable the option **Allow to create shipments** in **Administration->Settings->General** to allow the administrator to create shipments.

A list of created shipments is given on the page **Shipments**. If there is a great number of shipments in your store, you can use the search section to limit the search results. You can search by customers who placed the order and order IDs.

To make the search results more precise, click on **Advanced search option**. The search form will be expanded and you will be able to search by the following parameters:

• *Shipment day* - the date when the shipment was created;

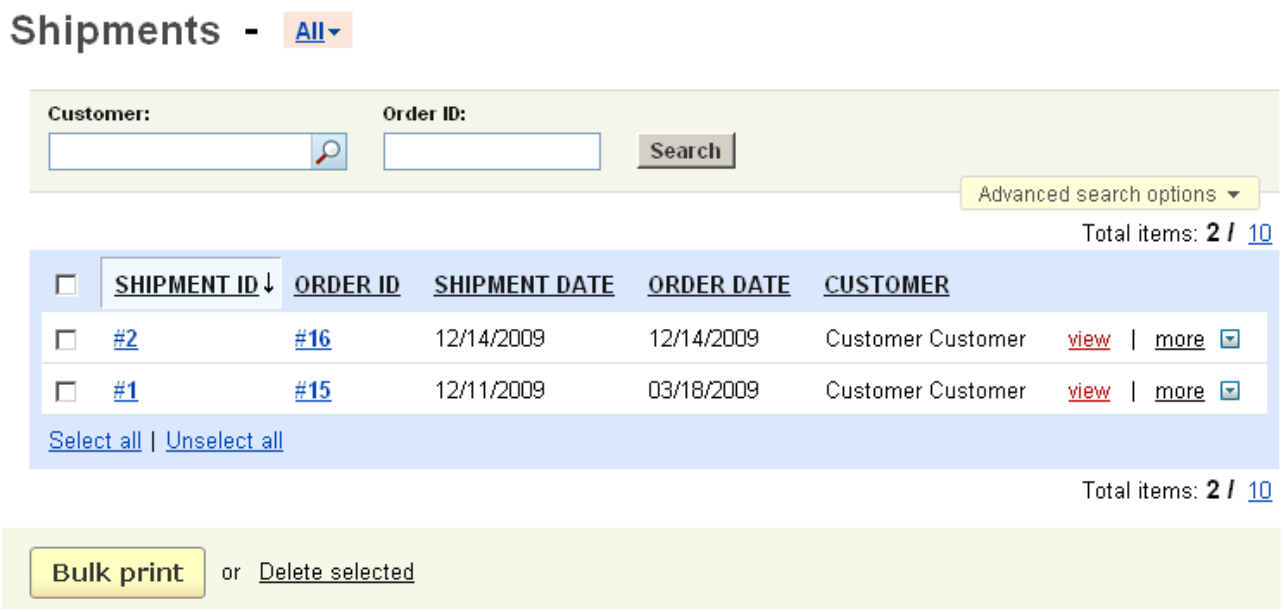
• *Order date* - the date when the order was placed;

• *Shipped products* - products assigned to the shipments.

Moreover, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top (near the page title **Shipments**).

The following information is provided for each shipment:

- *Select column*;
- *Shipment ID* - identification number of the shipment;
- *Order ID* - identification number of the order for which the shipment is created;
- *Shipment date* - date when the shipment was created;
- *Order date* - date when the order was placed;
- *Customer* - customer who placed the order and to whom products are shipped.



Shipments

To delete a shipment, click on the more and delete links of the necessary shipment.

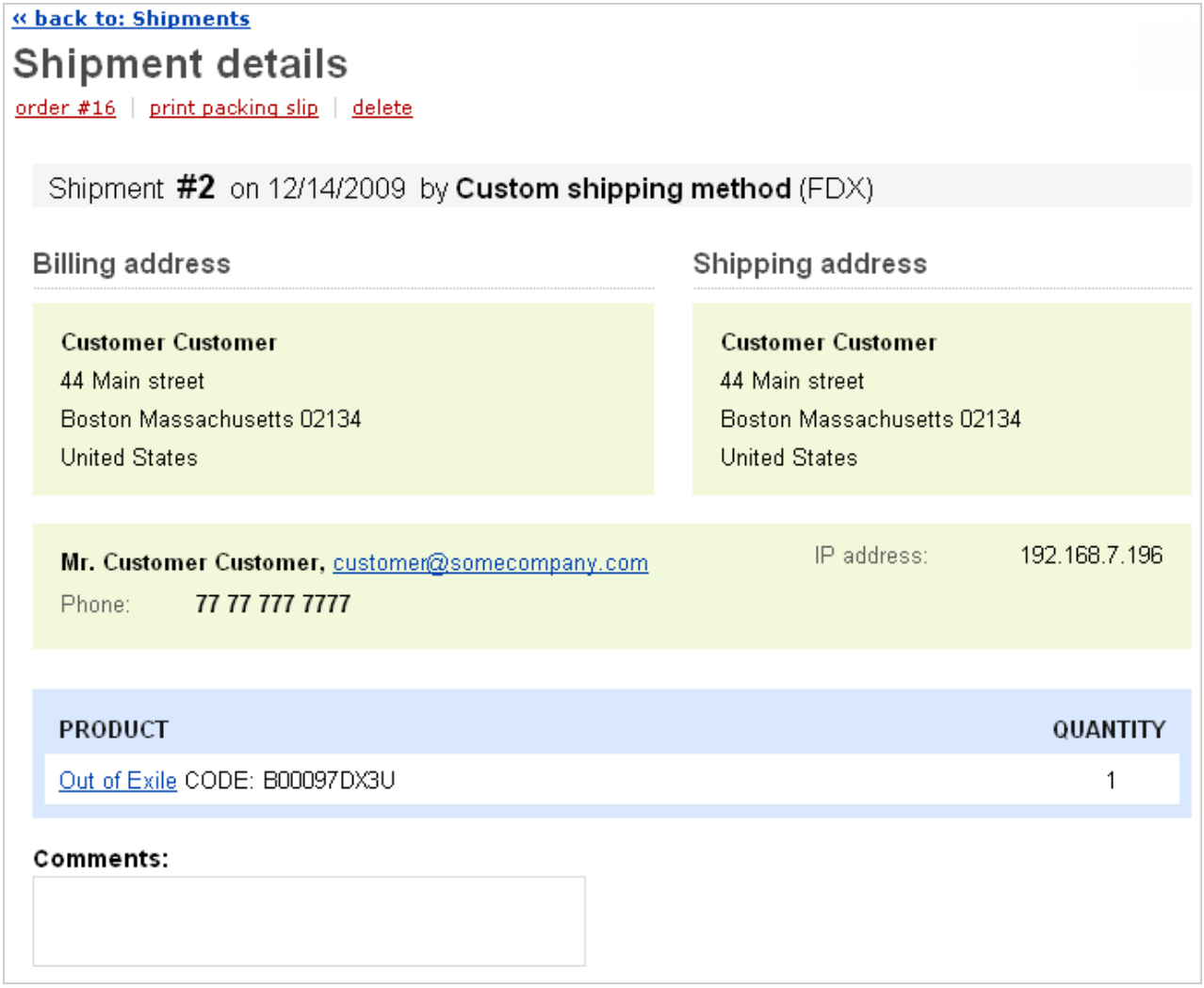
To delete several shipments at once, tick off the necessary shipments and click on Delete selected.

To print a packing slip of the shipment, click on more and packing slip.

To print several packing slips at once, select the necessary shipments and click on Bulk print.

To view shipment details, click on view.

The information on the shipping carrier, shipping and billing addresses, customer's e-mail, telephone number and IP address, products and their quantity is given on the shipment details page. Also here are given comments on the shipment (if any).



Shipment details

5.2.5 Gift certificates

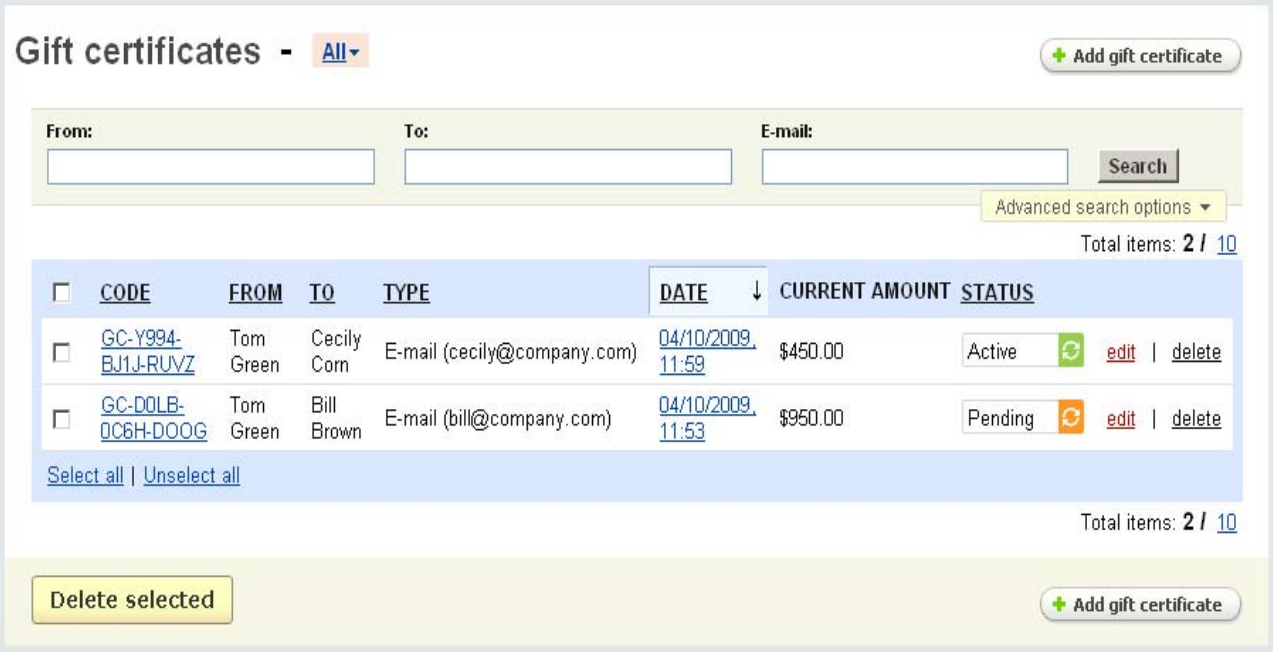
Gift certificate is the best solution for the customers who don't know what to buy as a present. Customers just buy a gift certificate and specify its parameters. It is the administrator who sends it to the recipient via e-mail or via postal mail. Customers have the ability to add a message to the certificate (it may be various greetings, wishes, etc.). Along with a gift certificate customers can also present any product(s) of the store. These products are added to the certificate as *free products*.

Gift certificates can be created both by administrators in the administration panel and customers in the storefront.

Gift certificates are very convenient in use. In order to pay for the order with a gift certificate a customer enters its code on the checkout page and specifies the amount he wants to spend. If the certificate amount is not enough to pay for the order, the

customer can apply the certificate and pay the rest amount using a credit card or some other payment method. Another advantage of the certificate is that it has no period of validity.

Following the **Gift certificates** link you open the page where all the existing gift certificates are displayed. This link is displayed only if the **Gift certificates** check box is enabled in **Administration->Addons**.



Gift certificates

If you have a large number of gift certificates the search section will help you to find the necessary one or several certificates that meet some conditions.

- *From* – the name of the person who sent/gave this certificate;

- *To* – the name of the person the gift certificate is going to;

- *E-mail* – e-mail of the gift certificate recipient;

To make the search results more accurate use **advanced search options**:

- *Gift certificate code* – code that is assigned to a certificate, internal code of the certificate which is used in the database and generated automatically;

Gift certificate status - the processing stage of the certificate (Pending, Active, Used, Cancelled);

- *Period* – specify the period within which the certificate was created;

When all or some of the following search conditions are specified click on Search to display the search results.

Moreover, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this**

search as: input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.

Then follows a list of all gift certificates:

- *Select column*;

- *Code* – internal code of the certificate which is used in the database and generated automatically;

- *From* – the name of the person the gift certificate is coming from;

- *To* – the name of the person the gift certificate is going to;

- *Type* – method of dispatch of the certificate (via e-mail or via postal mail);

- *Date* – date and time of the certificate creation;

- *Current amount* – cash value of the certificate at the present moment;

- *Status* – the processing stage of the certificate.

On this page you can also change the certificate status or delete some unnecessary certificates.

You can change the certificate status by selecting the necessary one in the **Status** column.

If you want to delete some certificates, tick off the necessary certificates and click on Delete selected. Also you can delete a certificate by clicking on the delete link.

To add a new certificate:

- click on the + Add gift certificate button;

- fill in the form and click on Create.

By clicking on the *Code* and *Date* links you are redirected to the Editing certificate page which contains two tabs: **Detailed information** and **History**.

The **Detailed information** tab presents all main information about the certificate and have the following fields:

- *Gift certificate code* – internal code of the certificate which is used in the database and generated automatically;

- *Status* – the processing stage of the certificate;

- *To* – the name of the person the gift certificate is going to (the recipient of the gift certificate);

- *From* – the name of the person the gift certificate is coming from (the sender of the certificate);

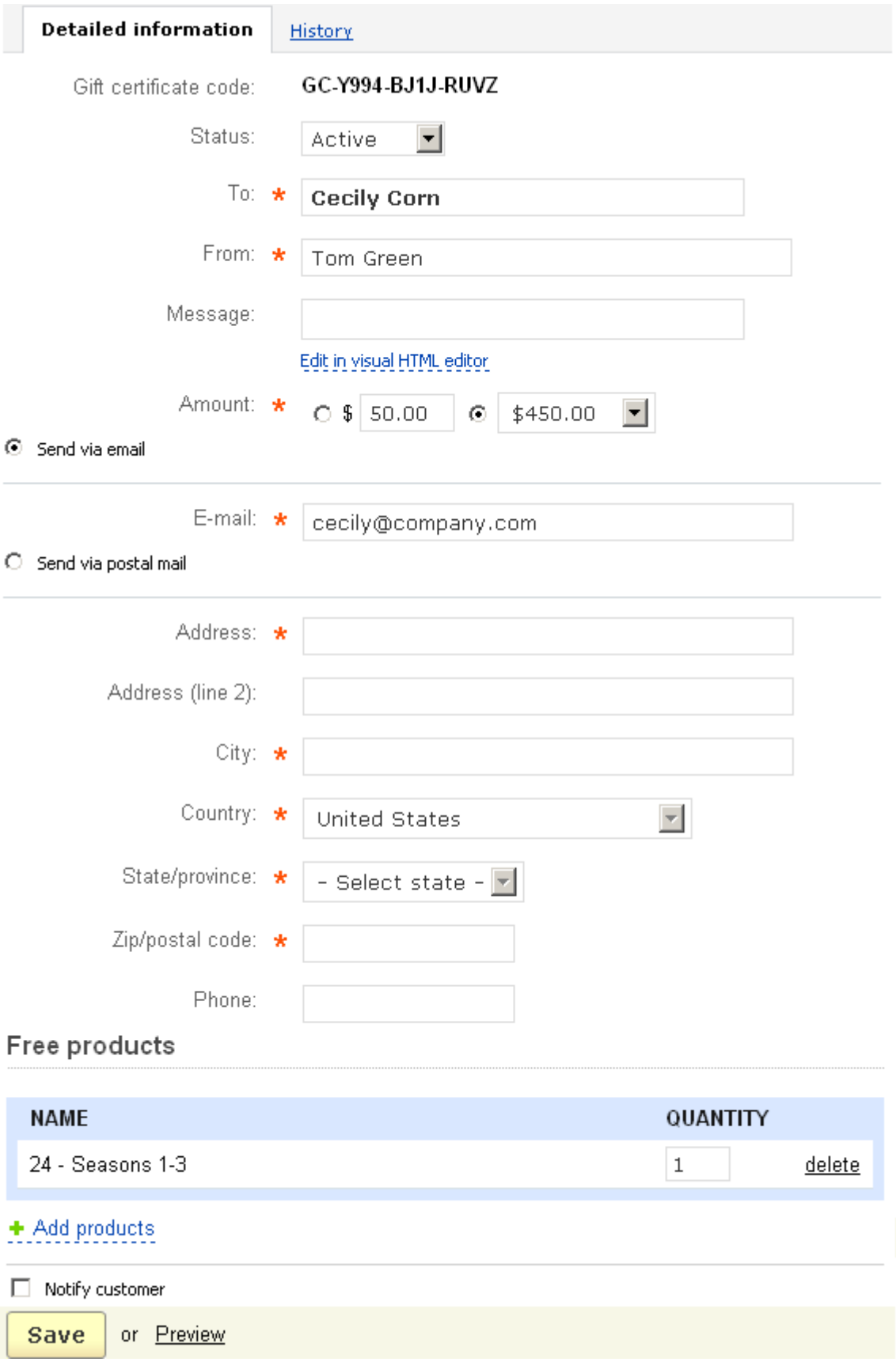
- *Message* – a message that will be displayed on the gift certificate;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *Amount* – cash value of the certificate. Here you can choose among the given variants or set the amount by yourself;

- *E-mail* – recipient's e-mail address. You can enter the address only if the '**Send via e-mail**' option is enabled. If it is so it means that you select the e-mail gift certificate and it will be sent via e-mail.

If the option '**Send via postal mail**' is enabled the following fields should be filled in: Address, Address(line 2), City, Country, State/province, Zip/Postal code, Phone. It means that you select the postal certificate which needs to be printed and sent to the delivery address.


Detailed information
History
Gift certificate code:
GC-Y994-BJ1J-RUVZ
Status:
Active
To: *
Cecily Corn
From: *
Tom Green
Message:
Edit in visual HTML editor
Amount: *
$ 50.00
$450.00
Send via email
E-mail: *
cecily@company.com
Send via postal mail
Address: *
Address (line 2):
City: *
Country: *
United States
State/province: *
- Select state -
Zip/postal code: *
Phone:
Free products
NAME
QUANTITY
24 - Seasons 1-3
1
delete
Add products
Notify customer
Save
or
Preview

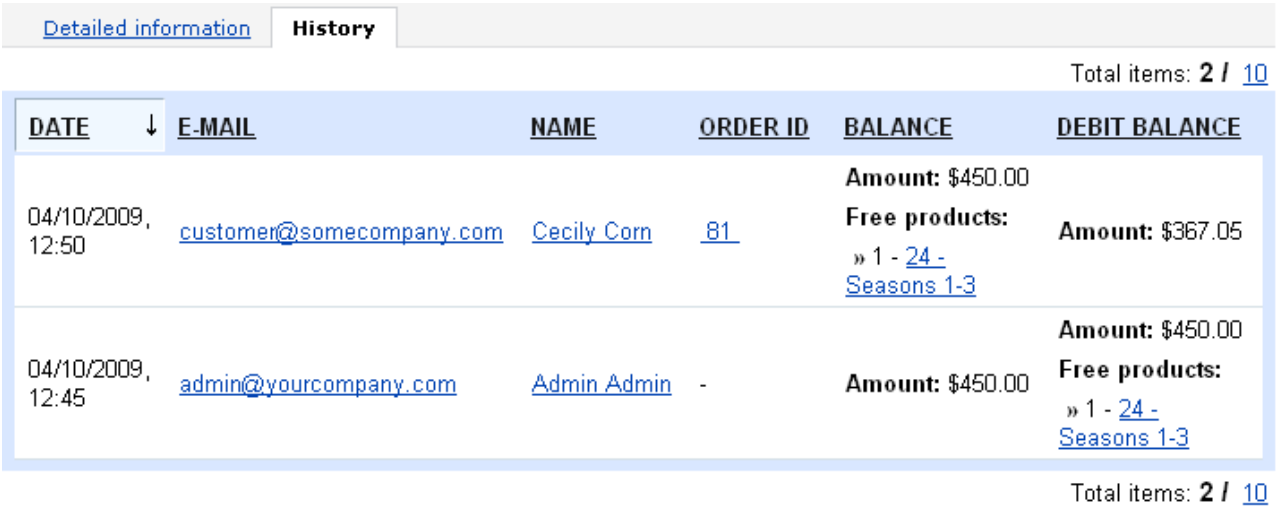
Also products can be included in the certificate. Click on the + Add products button and using the pop-up section select the products you want to add to the certificate and click on the **Add products** button.

If you want to notify the customer of the changes in the certificate, put a tick mark in the '**Notify customer**' check box. But note that it can be ticked only for a single action.

By clicking on **Preview** you will see the card that will be sent to the recipient.

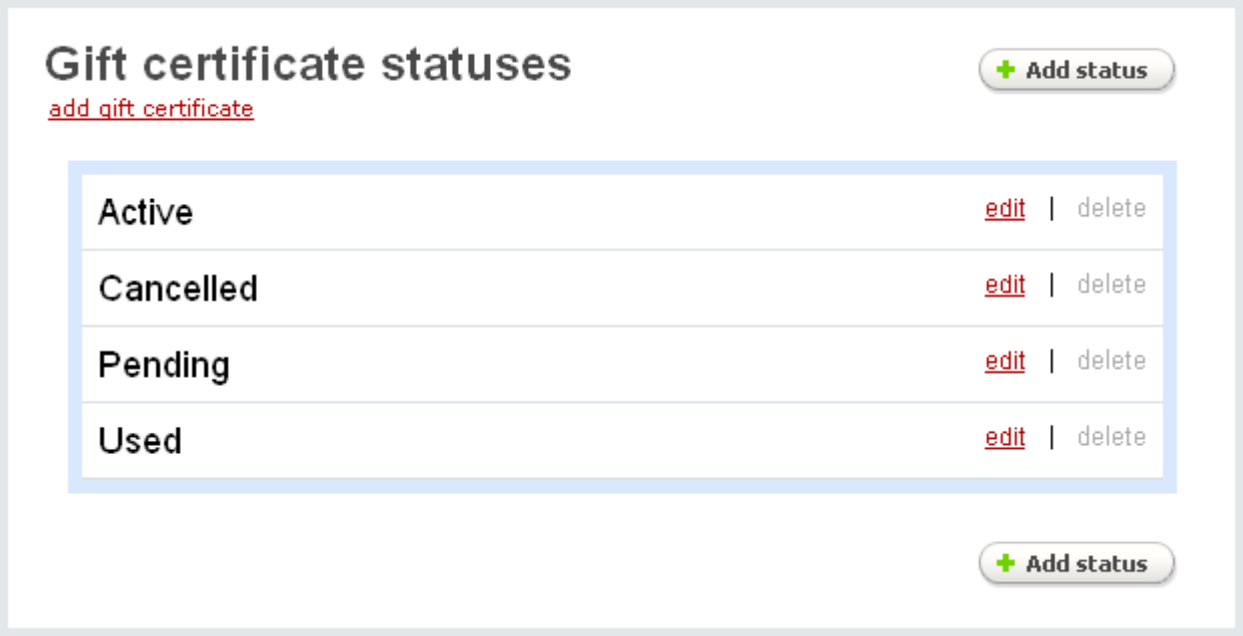
All information necessary for checking the certificate balance is in the '**History**' tab. The tab contains five columns:

- *Date* – date and time of certificate creation;
- *Username* - unique name identifying the user;
- *Name* – full name of the gift certificate user;
- *Balance* – the initial amount on the certificate account and the products attached to the certificate as free products.
- *Debit balance* – the certificate amount left after the purchases.



History

To the right of the **Gift certificates** page you can see the link *Gift certificate statuses.* By clicking on this link you open the page where you can create statuses for gift certificates.



Gift certificate statuses

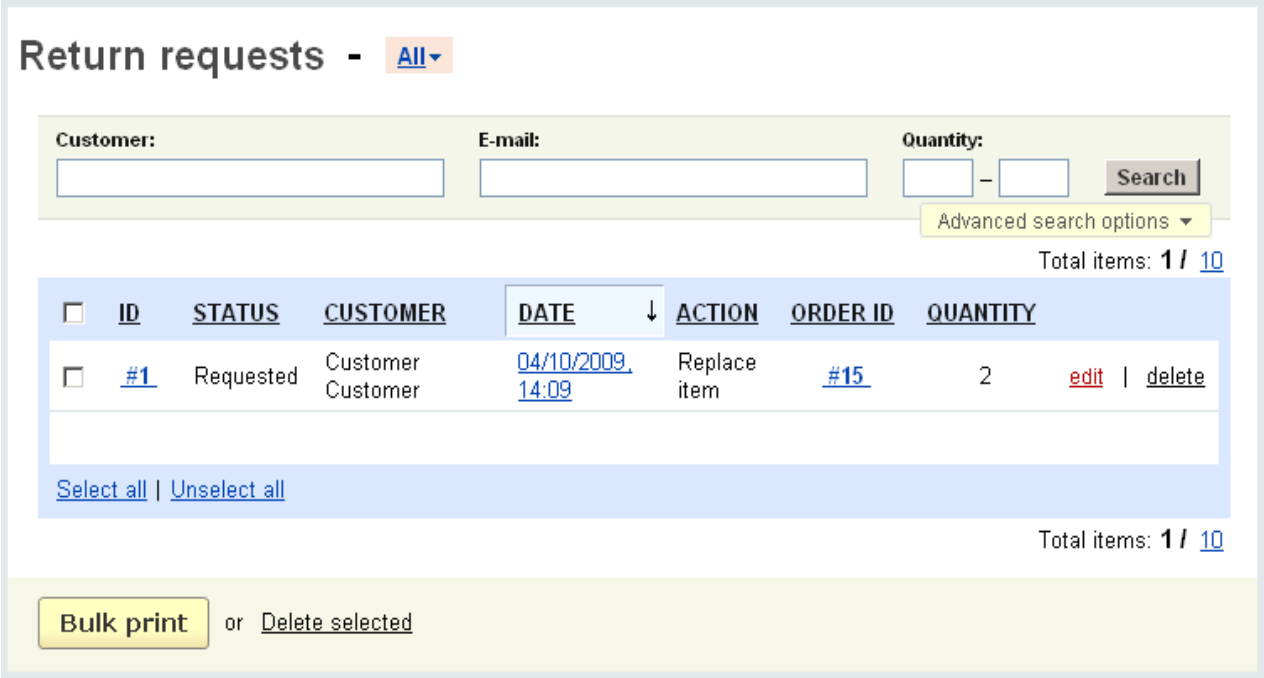
You can create certificate statuses as you create order statuses.

For more information about Order statuses see **Orders->Order statuses**.

5.2.6 Return requests

This add-on allows to return products which customers are not entirely satisfied with. Customers can register the return following the '**Orders**' link in the '**My account**' side box. Following the '**Registration of the return**' link customers see which products of the order can be returned. Moreover, there they can specify the reason for the return, provide their comments and other related information. But note that customers can return only those products which are defined as returnable by the administrator and only within a specified period of time.

The **Return requests** link is displayed in the side box if the **RMA** addon is enabled in **Administration->Addons**.



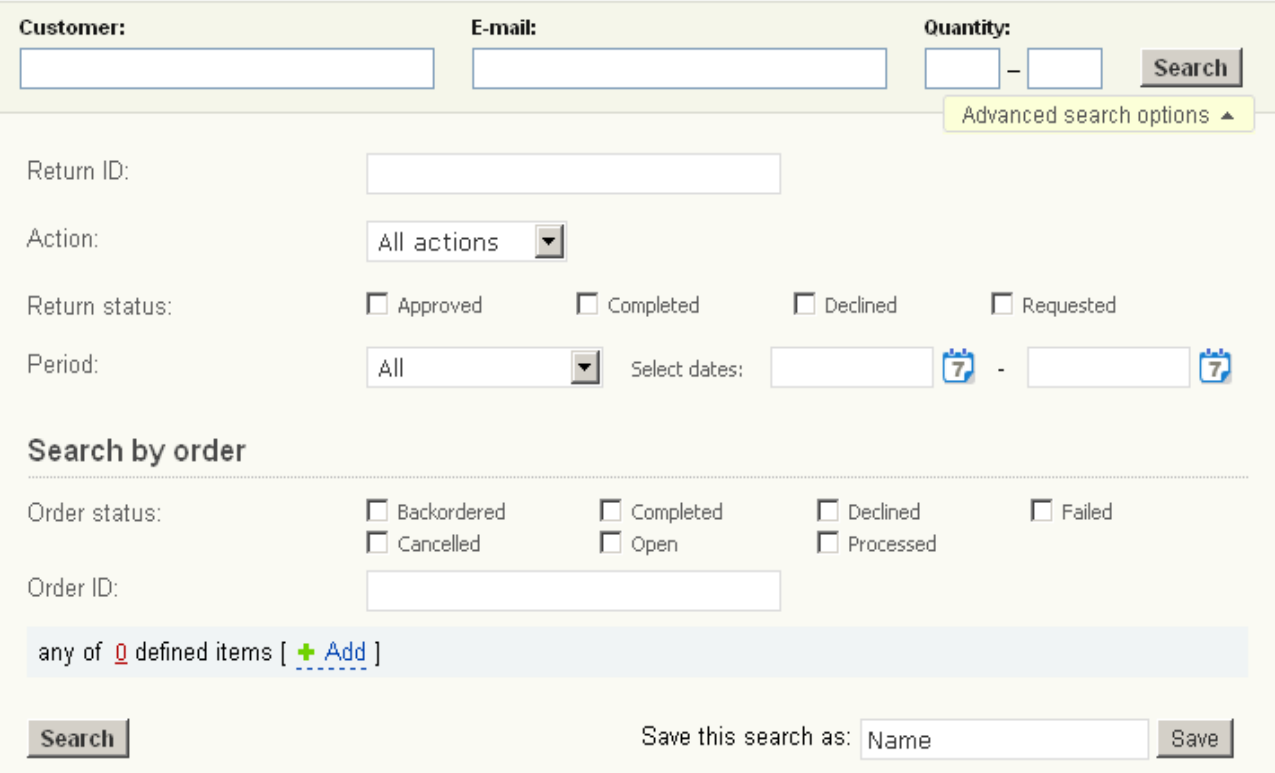
Return requests

The '**Return request**' page is represented as a list of customer requests for return of goods.

For the convenience of the administrator the '**Search**' section is displayed at the top. It allows to find the necessary return request without any difficulty. Moreover the search can be performed by the following parameters: name of the customer who registered the return; customer's e-mail; number of returned products (quantity).

By clicking on the **Advanced search options** link you expand the search criteria form and will be able to search by return identification number (Return ID); action that should be applied (e.g. refund or replacement); return status; period in which the return was registered. Here you can also set a limit on the search results with such parameters as order status (status of the order for which the return request was made), order ID or products of the order.

The system also allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.



Search section

Then follows a list of all existing return requests:

- *Select column*;
- *ID* – return request identification number;
- *Status* – the current status of the request;
- *Customer* – the full name of the customer;
- *Date* – date and time when the request was submitted;
- *Action* - action chosen during return registration (e.g. refund, replacement);
- *Order ID* – identification number of the related order, click on this link to open the page of the related order;
- *Quantity* – number of products a customer wants to return.

To delete a return request:

- tick off the necessary request;
- click on Delete selected;

or

click on the delete link of the request.

To print packing slips of several requests at once:

- place check marks in the Select column of the requests you want to print;
- click on Bulk print.

Click on **ID** or **Date** links to view the return information. The page **Return info** contains the following information:

- *Return* – return request number (number assinged to the return in the database);
- *Date* – date and time the request was submitted;
- Action - action chosen by the customer;
- *Status* – the current status of the return request;

- *Gift certificate* – the code of gift certificate and its amount, this gift certificate is created by the administrator and granted to the customer who submitted the request. This field is displayed only if the administrator has created the certificate for the customer.

Then follows two tabs: **Return products information** and **Declined products information**.

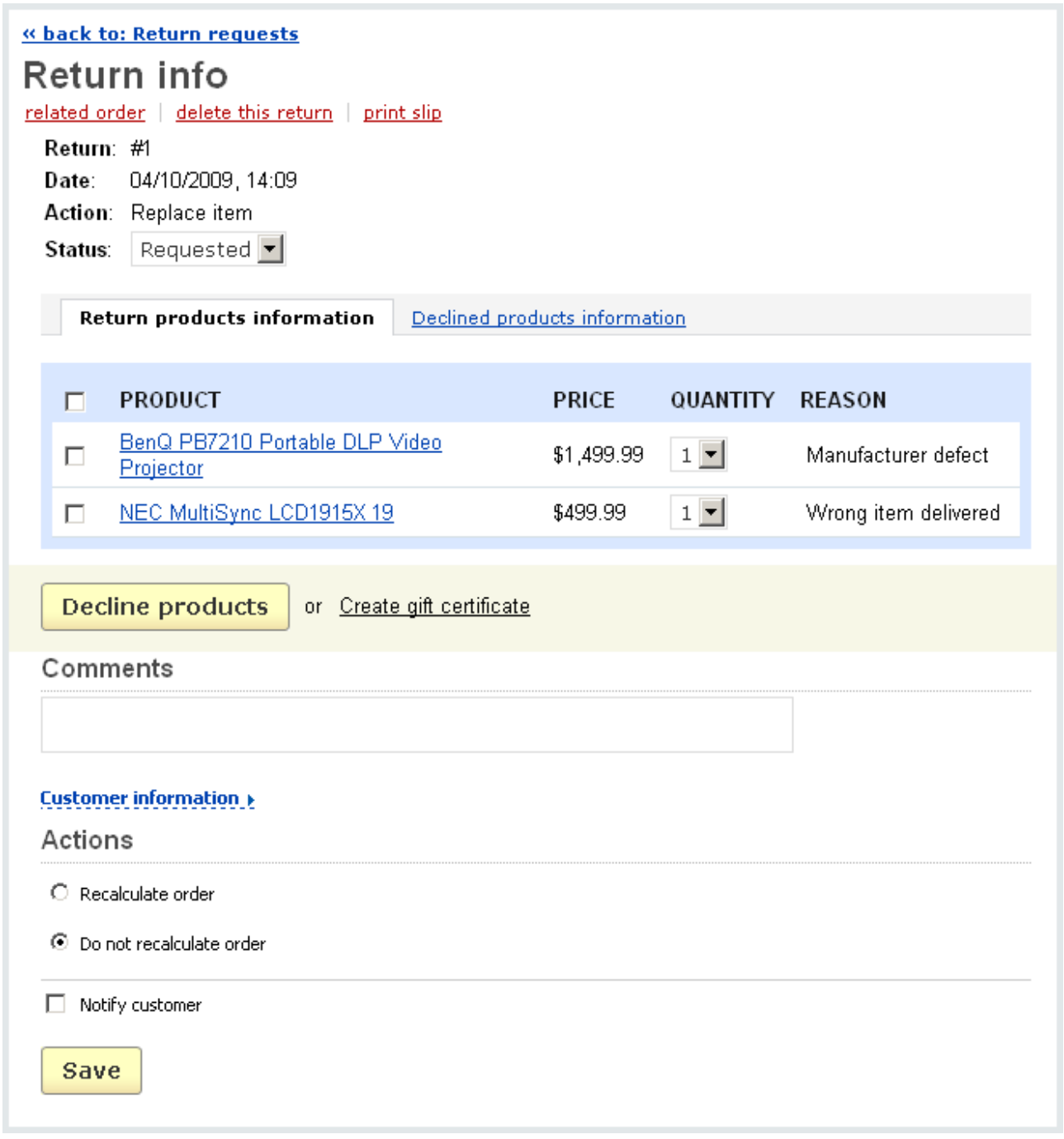
There are the same columns in these two tabs:

- *Select column*;
- *Product* – product name and options of the product if there are any;
- *Price* – product price;
- *Quantity* – number of products;
- *Reason* – reason for the return.

At first all the products that the customer wants to return are displayed in the '**Return products information**' tab. Here the administrator can decline some or all products by ticking off the corresponding check boxes and clicking on the DECLINE PRODUCTS button. The declined products will be shown in the '**Declined products information**' tab and the products that were not declined will be left in the first tab. Furthermore, if the administrator for one reason or another cannot apply the action required by the customer (for example, cannot replace the required item), he can create a gift certificate for this customer instead. In order to do this the administrator should tick off the necessary products and click on Create gift certificate. The code certificate will be displayed above the tabs and its amount will directly depend on the number and the price of the products the administrator checked. So the gift certificate amount is calculated in the following way: the price of the checked product multiplied by the quantity of this product, if several products were checked this action is performed for all products and then the results are added.

If the customer provided some additional information related to the return request it is displayed in the **Comments** section.

By clicking on the **Customer information** link you will see detailed customer information.



Return info

If you make some changes and want to notify the customer of them tick off the **Notify customer** check box and click on Save .

To calculate the order again taking into account the return request:

- check the '**Recalculate order**' radio button;

- click on Save .

If you do not want to recalculate the order, check the **Do not recalculate order** radio button.

Following the **RMA reasons** link on the right you go to the page where you can define the reasons which customers specify when they register the return.

The following information is represented on the page:

- *Select column*;
- *Position* – ordinal number;
- *Reason* – name of the reason;
- *Status* – status of the reason (Active or Disabled).

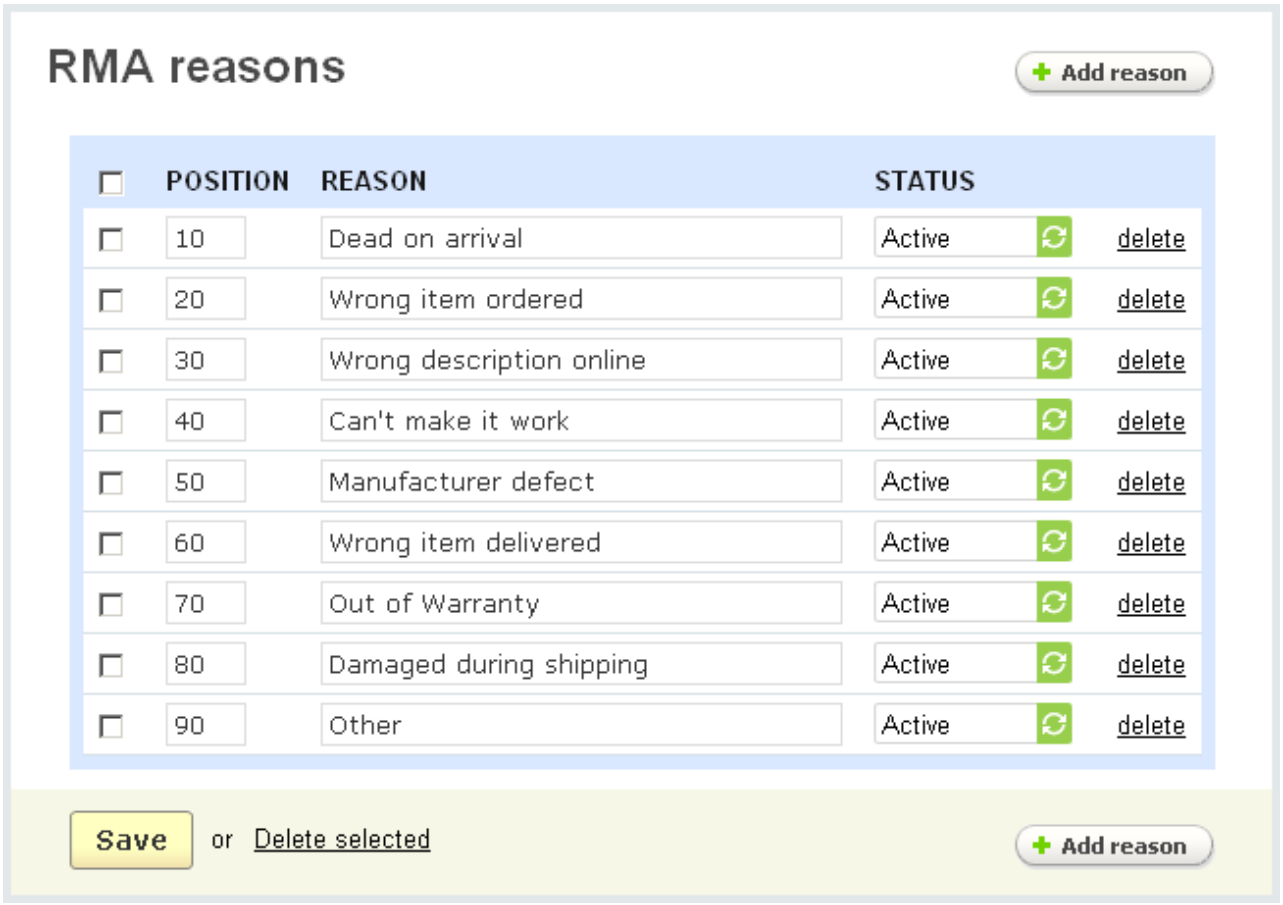
If you make changes, click on Save to save them to the database.

To add a new reason, click on the + Add reason section and fill in the form in the pop-up section.

To delete a reason click on the delete link.

To delete several reasons at a time:

- tick off the necessary reasons;
- click on Delete selected.



RMA reasons

By clicking on the **RMA actions** link you open the page where you can edit the actions that are applied to the products customers want to return. For example, it can be a refund or replacement of the item. Customers will be able to choose among the given variants in the storefront.

Following the **RMA request statuses** link you go to the page where you can specify the return request statuses. The way you can do this is similar to the way you set order statuses.

For more information about statuses see **Orders->Order statuses**.

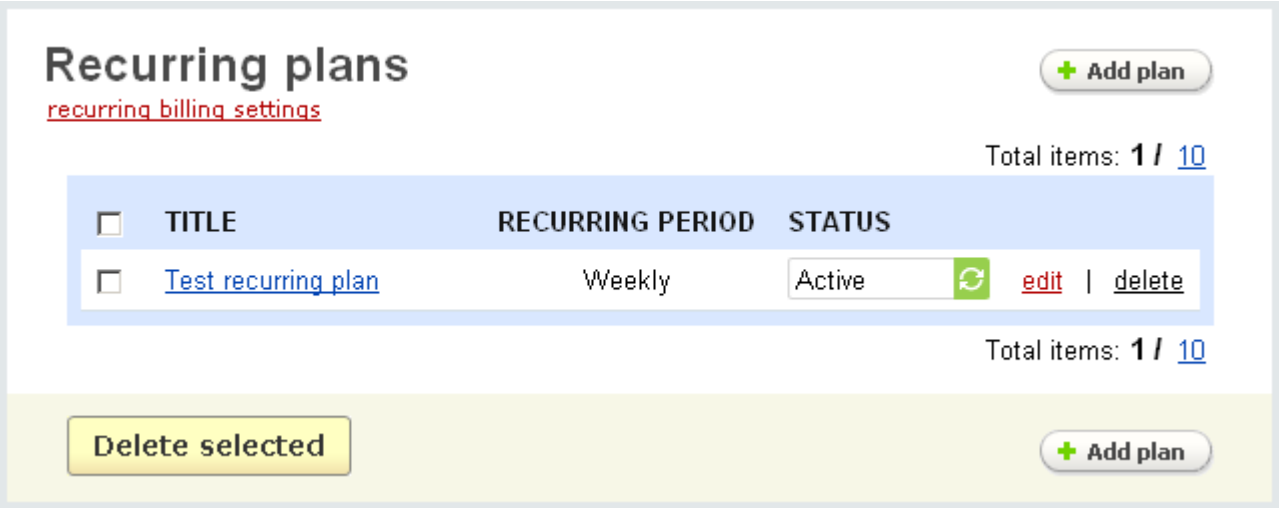
5.2.7 Recurring plans

Recurring billing is an addon intended for selling and tracking the subscription-based products (e.g. membership fees, subscription services, hosting plans, etc.). With the help of this addon you are able to bill customers on a regular basis.

To set the billing process, it is necessary to create a recurring plan and assign products to it. A wide range of options allows to make the process more flexible and sell subscription-based products or services on various terms and conditions, namely define initial product prices, billing frequency and time period. Recurring plans can be applied to any number of products, and each individual product can also be associated with several subscription plans.

A list of existing recurring plans is given on the **Recurring plans** page. The following parameters are given for each plan:

- *Select column* - here you can select the necessary plan;
- *Title* - name of the recurring plan;
- *Recurring period* - how often the payment should be made (annually/quarterly/monthly/weekly/by period);
- *Status* - status of the plan (Active, Disabled).



Recurring plans

To delete a product:

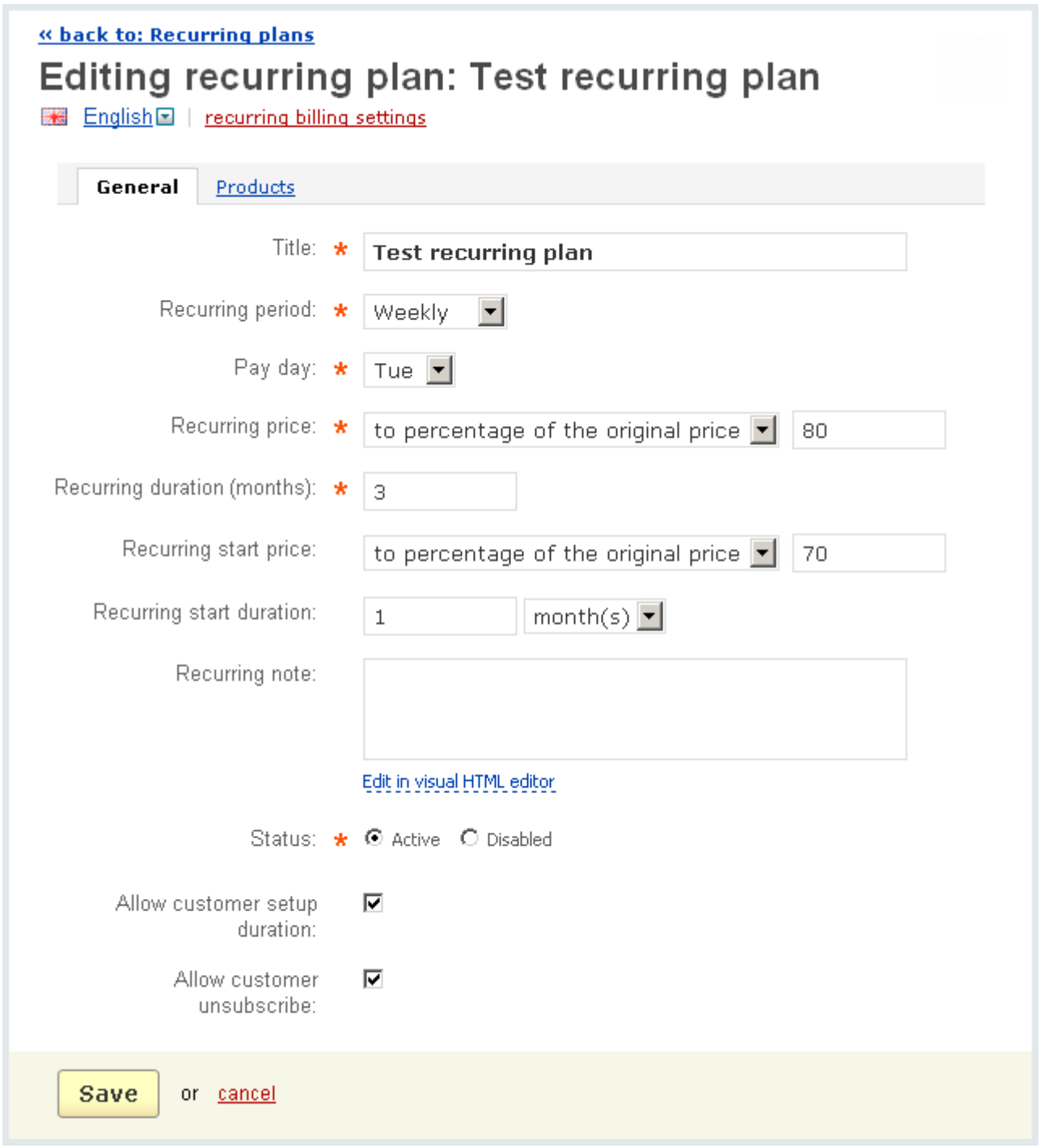
- place a check mark in the Select column of the plan you want to delete;
- click on the **Delete selected** button.

or:

- use the delete link of the necessary entry.

To edit a recurring plan:

- click on the edit link of the necessary entry.


« back to: Recurring plans
Editing recurring plan: Test recurring plan
English
recurring billing settings
General
Products
Title: * Test recurring plan
Recurring period: * Weekly
Pay day: * Tue
Recurring price: * to percentage of the original price 80
Recurring duration (months): * 3
Recurring start price: to percentage of the original price 70
Recurring start duration: 1 month(s)
Recurring note:
Edit in visual HTML editor
Status: * Active Disabled
Allow customer setup duration:
Allow customer unsubscribe:
Save
or cancel

Editing recurring plan

- *Title* - name of the recurring plan;

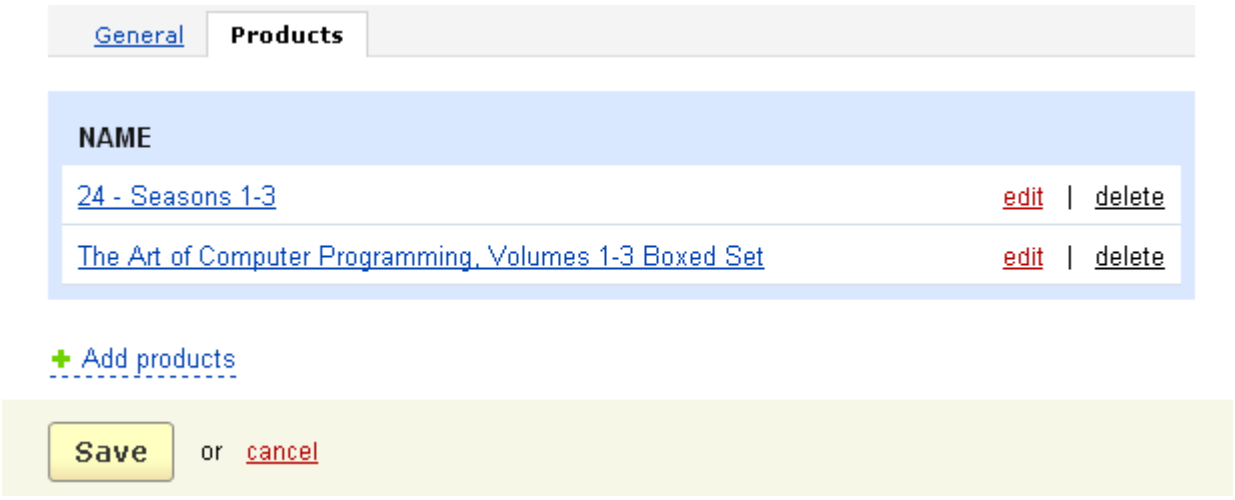
- *Recurring period* - how often the payment should be made (annually/quarterly/ monthly/weekly/by period);

- *Pay day* - day of the payment;

The value of this field depends on the selected recurring period. If **Recurring period** is set to *Annually*, *Quarterly* or *Monthly*, you can select any day in the first month of the period. If **Recurring period** is set to *Weekly*, you can select any day of the week (from Sunday to Saturday). In case **Recurring period** is set to *By period*, the field **Recurring period value (days)** appears on the page. In this field you specify the recurring period in days (e.g. 15) and in the field **Pay day** - the day when the payment should be made (e.g. 5).

- *Recurring price* - specify prices of the products that are bought under this recurring plan. You can set the original price or give a discount;
  - original - original price of the product;
  - to percentage of the original price - the original price will be reduced to the specified percentage;
  - by percentage of the original price - the original price will be reduced by the specified percentage;
  - to fixed amount - the original price will be reduced to a fixed amount;
  - by fixed amount - the original price will be reduced by a fixed amount;
- *Recurring duration (months)* - subscription period in months;
- *Recurring start price* - product price in the initial period;
- *Recurring start duration* - duration of the initial period (days or months);
- *Recurring note* - here you can leave a note for the recurring plan that will be displayed in the storefront;
- *Status* - status of the plan (Active, Disabled);
- *Allow customers to set up duration* - tick off to allow customers to set up the subscription period by themselves;
- *Allow customers to unsubscribe* - tick off to allow customers to unsubscribe from the recurring plan.

In the **Products** tab you can assign products to the plan.

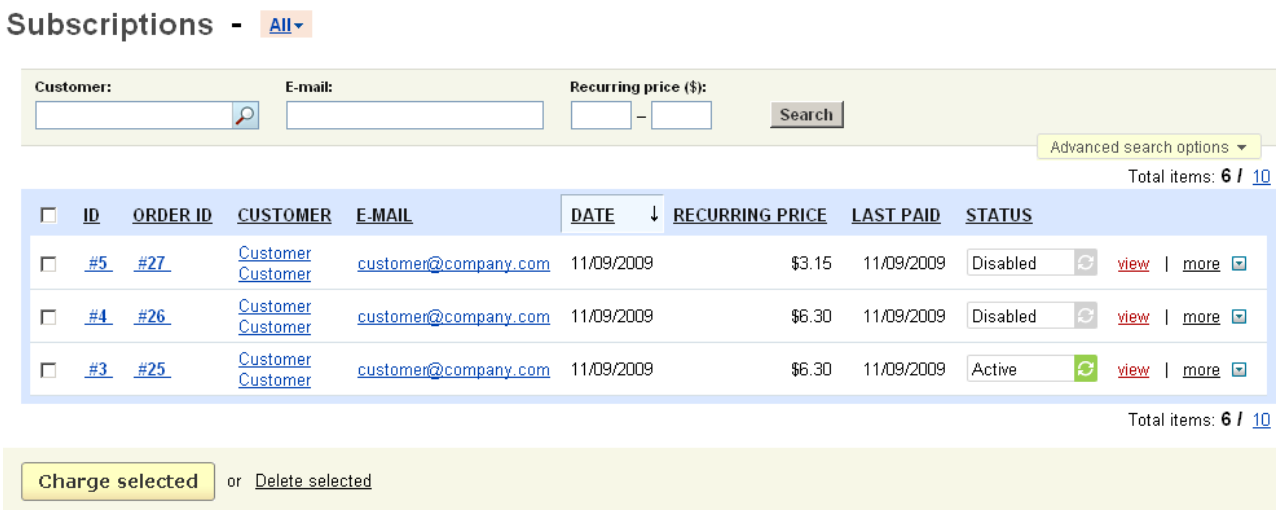


Recurring plans - Products

5.2.8 View subscriptions

Here is given a list of all subscriptions to products.

- *Select column*;
- *ID* - identification number of the subscription;
- *Order ID* - identification number of the order;
- *Customer* - full name of the customer;
- *E-mail* - e-mail of the customer;
- *Date* - date of the subscription;
- *Recurring price* - amount of the periodical payment;
- *Last paid* - date of the last payout;
- *Status* - status of the subscription (Active, Disabled, Unsubscribed, Completed). When changing the status of the subscription, a notification is sent to a customer by default. If you do not want to notify a customer, remove a tick mark from the **Notify customer** check box.



Subscriptions

To view a subscription conditions click on the view button. You will see the **Viewing subscription** page where the following parameters are listed:

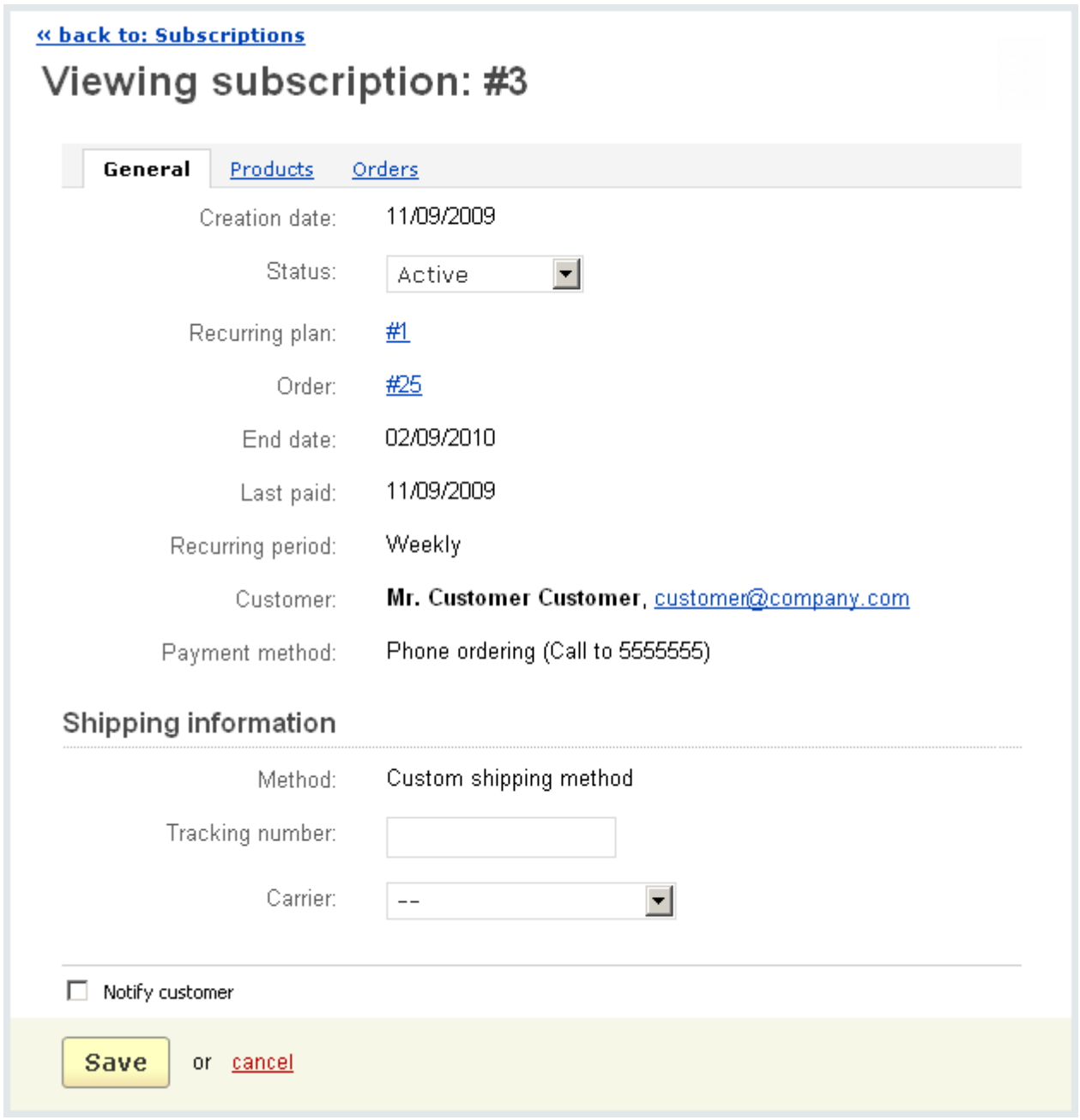
- Creation date - date of the subscription creation;
- Status - status of the subscription;
- Recurring plan - ID of the recurring plan for this subscription;
- Order - ID of the order placed under this subscription;
- End date - end date of the subscription;
- Last paid - date of the last payment;
- Recurring period - how often the payment should be made (annually/quarterly/ monthly/weekly/by period);
- Customer - full name and e-mail of the customer;
- Payment method - payment method used when paying for the order.

Shipping information

- Method - shipping method;
- Tracking number - a carrier's unique tracking identifier for a package (it is used to trace the order as it travels to its destination).
- Carrier - package delivery company (e.g. FedEx, DHL, UPS, etc.).

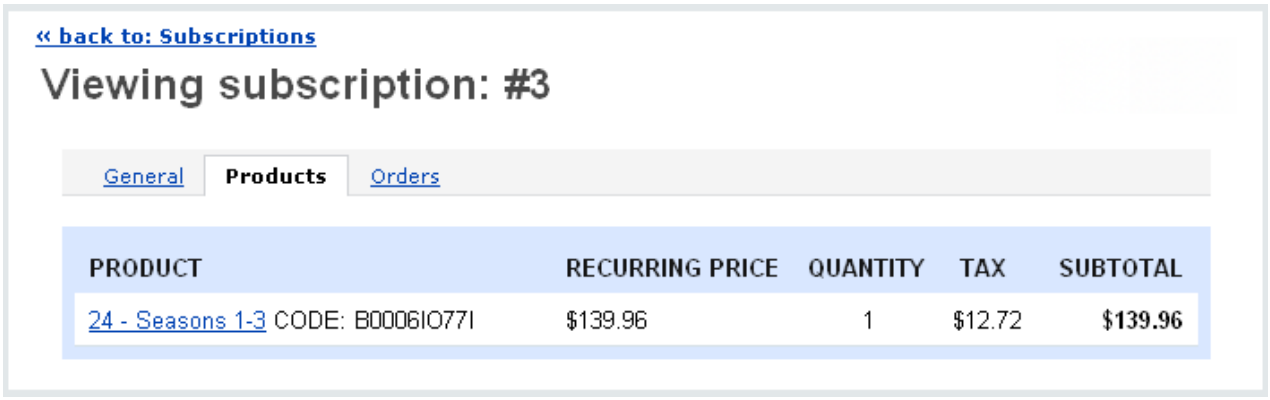
If you make changes on the page and want to send a notification to a customer, tick off the *Notify customer* checkbox.

To save the changes click on Save. To cancel the changes click on cancel.

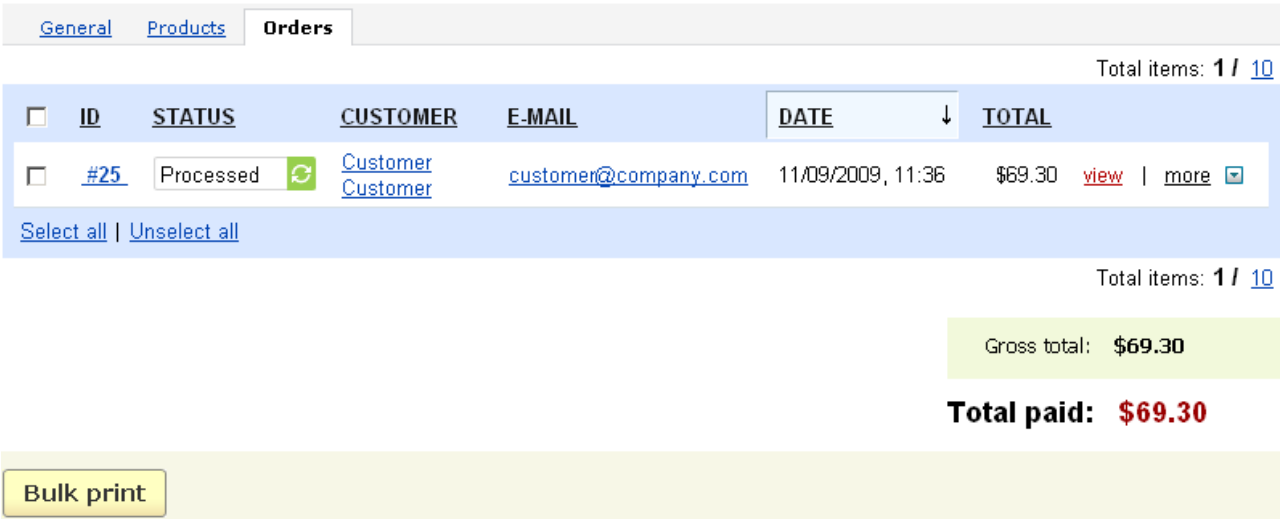


Viewing subscription

In the tab **Products** you see the product or products of the subscription.



Viewing subscription - Products



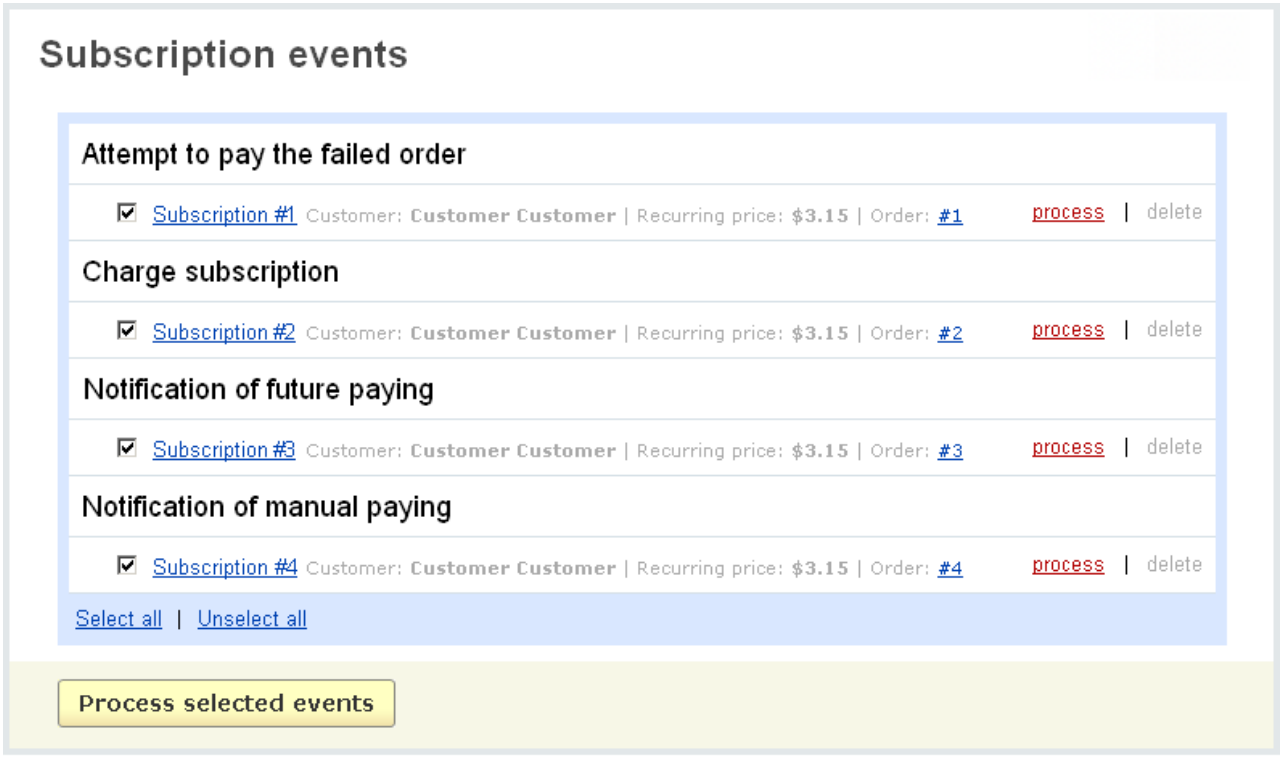
Viewing subscription - Paid

The orders relating to the subscription are given in the **Orders** tab.

Also here is given a total amount paid under this subscription.

5.2.9 Subscription events

Once a subscription is created, the further placing of orders and sending of notifications should be carried out manually. All the information on the current events is displayed on the page **Subscription events**.


Subscription events
Attempt to pay the failed order
Subscription #1 Customer: Customer Customer | Recurring price: $3.15 | Order: #1 process | delete
Charge subscription
Subscription #2 Customer: Customer Customer | Recurring price: $3.15 | Order: #2 process | delete
Notification of future paying
Subscription #3 Customer: Customer Customer | Recurring price: $3.15 | Order: #3 process | delete
Notification of manual paying
Subscription #4 Customer: Customer Customer | Recurring price: $3.15 | Order: #4 process | delete
Select all | Unselect all
Process selected events

Subscription events

All the events are grouped into four sections. The corresponding subscriptions and the related orders are given in each section.

- Attempt to pay the failed order - orders that failed for some reasons. Here you notify customers that they can make an attempt to pay the failed order again. **Note:** the number of such attempts and time interval between them are defined in the **Recurring billing** addon settings (Administration->Addon->Recurring billing->General).

- Charge subscription - orders that have to be paid on the same day. You remind customers that it's time to pay for the subscription.

- Notification of manual paying - orders that have to be paid manually. Here you notify customers that their orders cannot be processed automatically and that it should be done manually. **Note:** the content of the notification and the period during which the notification is sent are defined in the **Recurring billing** addon settings (Administration->Addon->Recurring billing->Notification).

- Notification of future payment - orders that will have to be paid in the furure. **Note:** the content of the notification and the period during which the notification is sent are defined in the **Recurring billing** addon settings (Administration->Addon->Recurring billing->Notification).

To send a notification:

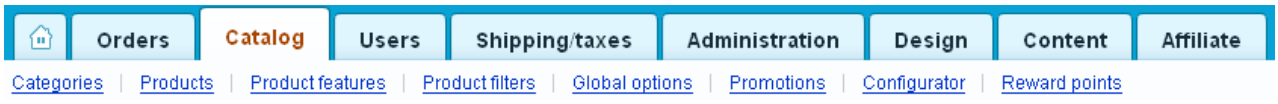
- to check an item and click on the process link of this item.

To process several items at a time:

- check the necessary items;
- click on the **Process selected events** button.

5.3 Catalog

You can manage the categories and products sold in your shop using the administration sections of the **Catalog** tab.

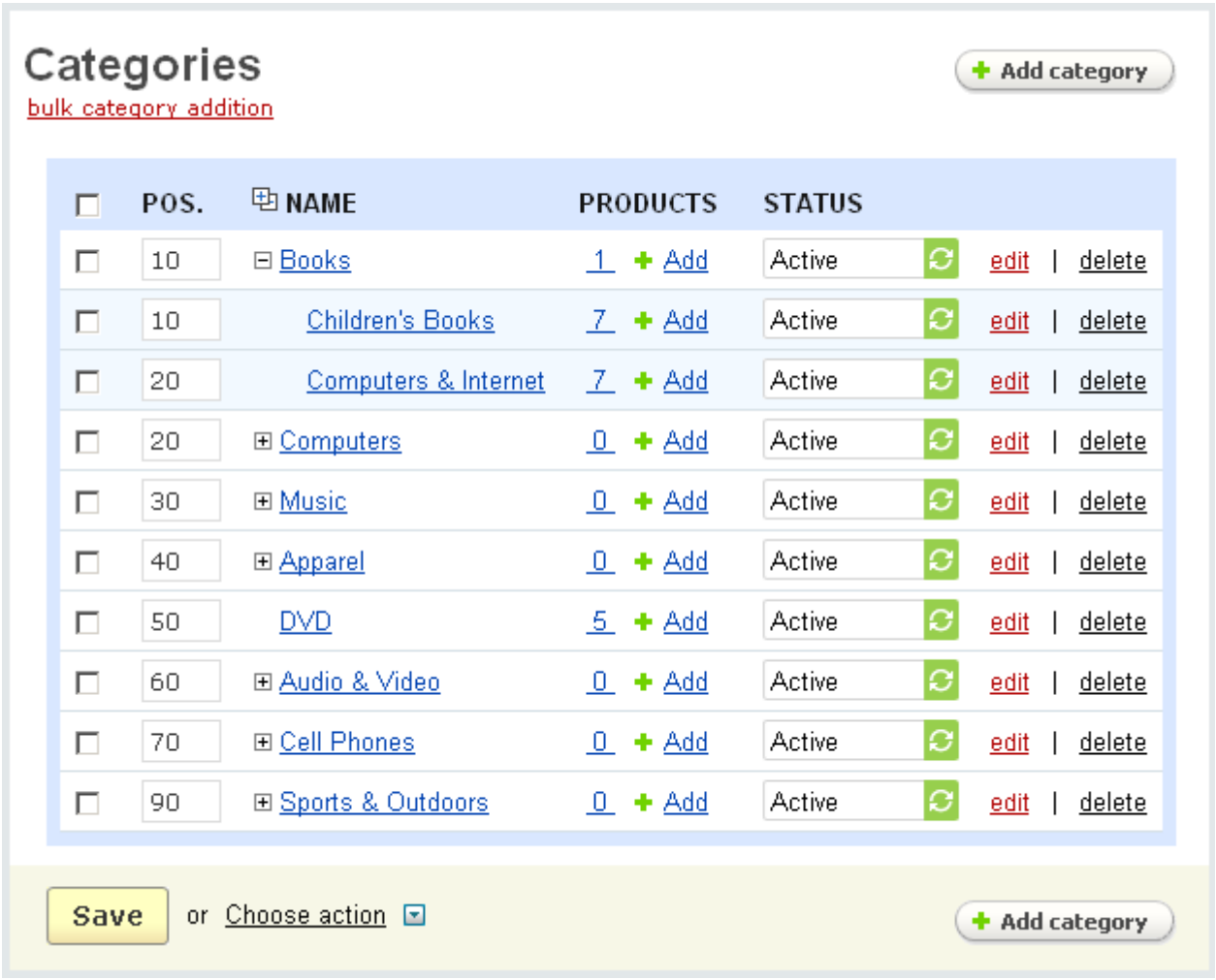


Catalog

5.3.1 Categories

You can manage your store categories and products using this menu item.

Store categories are managed by using the '**Categories**' page, which contains a list of all categories of the store:


Categories
bulk category addition
Add category
POS.
NAME
PRODUCTS
STATUS
10 Books 1 Add Active edit | delete
10 Children's Books 7 Add Active edit | delete
20 Computers & Internet 7 Add Active edit | delete
20 Computers 0 Add Active edit | delete
30 Music 0 Add Active edit | delete
40 Apparel 0 Add Active edit | delete
50 DVD 5 Add Active edit | delete
60 Audio & Video 0 Add Active edit | delete
70 Cell Phones 0 Add Active edit | delete
90 Sports & Outdoors 0 Add Active edit | delete
Save
or Choose action
Add category

List of product categories

- *Select column* - you can select the necessary category;
- *Position* – ordinal number of the category in the category tree;
- *Name* – category name (if a + sign is displayed before the category, that means it has subcategories. Click on the sign to show all subcategories);
- *Products* – number of products in the category ;
- *Status* – status of the category (*Active* - the category is available in the storefront, *Disabled* - the category is not available in the storefront, or *Hidden* - the category is not displayed in the storefront but can be accessed by customers by following the direct link).

To enter the category position number:

- enter the desired number in the '*Position*' field;
- click on Save.

For example, in the figure above, entering 12 for the 'Children's Book' category and 11 for the 'Computers & Internet' category will change the order of these categories in the storefront: the 'Computers & Internet' category will be displayed first.

By default, if there are no numbers in the '**Position**' field, categories will be ordered alphabetically.

To delete a category, either:

- use the delete link in the category row;

or:

- place a check mark in the Select column of the category you want to delete;
- click on the Choose action link and choose **Delete selected**.

Be careful when deleting a category, its subcategories and products will also be deleted automatically.

To edit a category click on the category name (link) and edit the following parameters:

- *Location* - whether it is a root level category or not. If not, choose its parent category;
- *Name* - name of the category;
- *Images*;

Images are defined as pairs: *Thumbnail* and *Popup larger image*. You can download an image from a local computer or a server, or enter a direct link to the image. Also you can specify an alternative text;

- *Description* - description of the category that is displayed in the storefront right after the category name;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *Page title* - you can define any title that will be displayed in the browser when viewing the category page in the storefront.
- *META description* – a specific Meta Tag description field for this category;
- *META keywords* – a specific Meta Tag keywords field for this category;
- *User groups* – user groups for which the category is available, i.e. the users signed up for the selected groups have access to this category;

You can define user groups in the chapter **Users->User groups.**

If you tick off the '*Apply to all subcategories'* check box the selected user group will be applied to all subcategories of this root category.

- *Position* – ordinal number of the category in the storefront;

- *Created date* - this is the date that the category information has been added to the database;

- *Status* – whether the category is active, hidden or disabled;

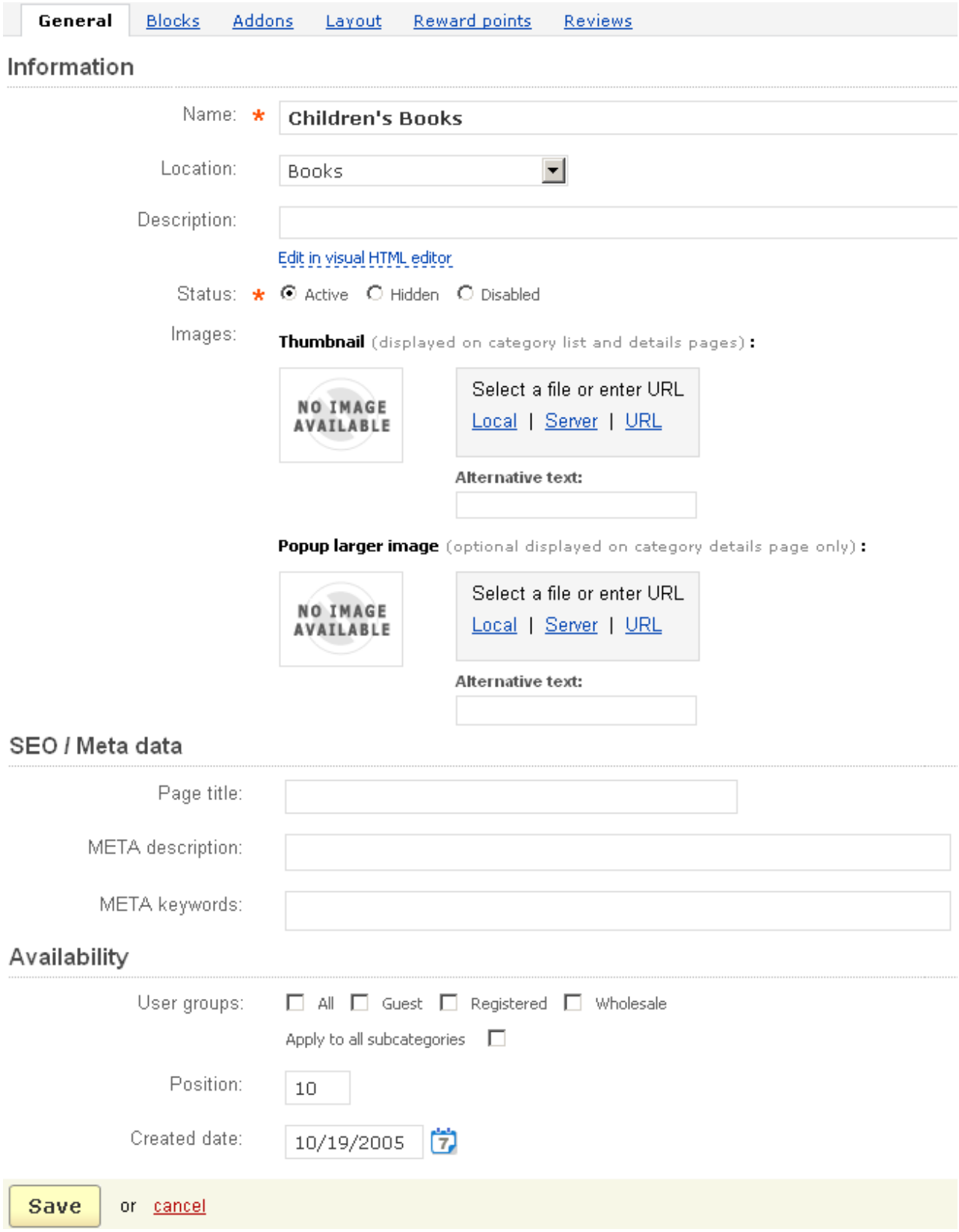
- *Localization* - select localization(s) for which the category will be available.

The '**Localization**' field is displayed only if at least one item is defined in **Shipping/taxes->Localizations.**

Remember that by enabling the category for the localization you do not enable products of this category.

After entering the desired parameters, click on Save to save the changes to the database.

You can skip entering any parameter except *Location*, *Name* and *Status*.

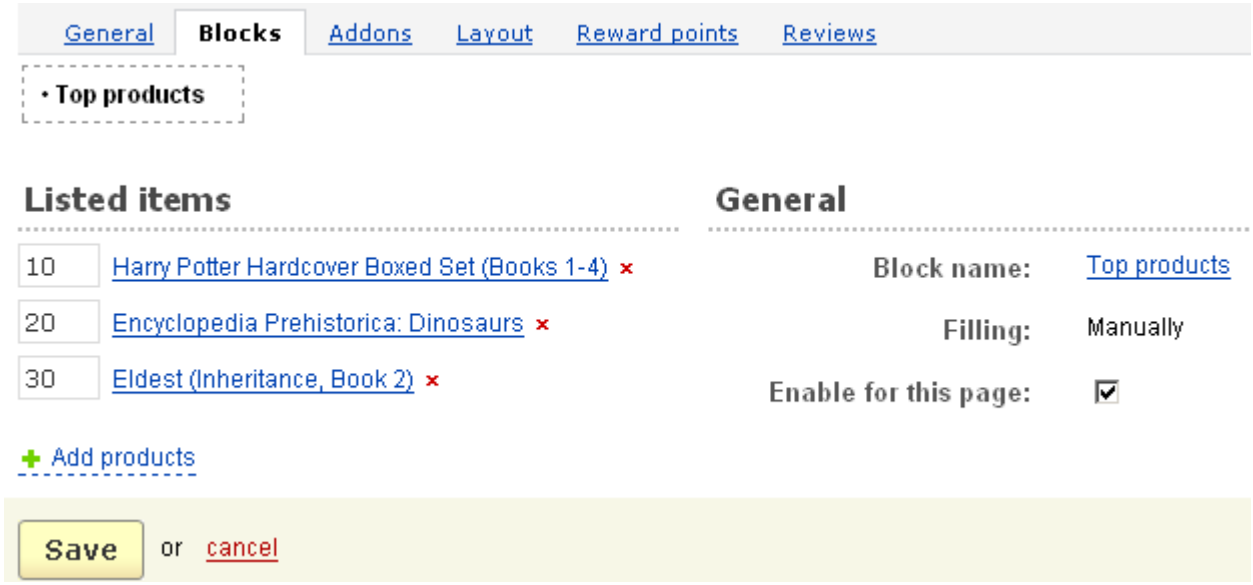


Editing category

In the '**Blocks**' tab the lists with the '**Categories**' content are represented. To enable the necessary list, tick off the '**Enable for this page**' check box.

Items of the block are displayed in the **Listed items** section. If the block is filled *manually,* follow the + Add categories link and choose necessary categories in the pop-up section and add them to the **Listed items** section.

To find more information about **Blocks** see **Design->Blocks**.



Blocks

In the **Addons** tab you see addons that can be enabled for categories. Such addons are given here if they are enabled in **Administration->Addons**.

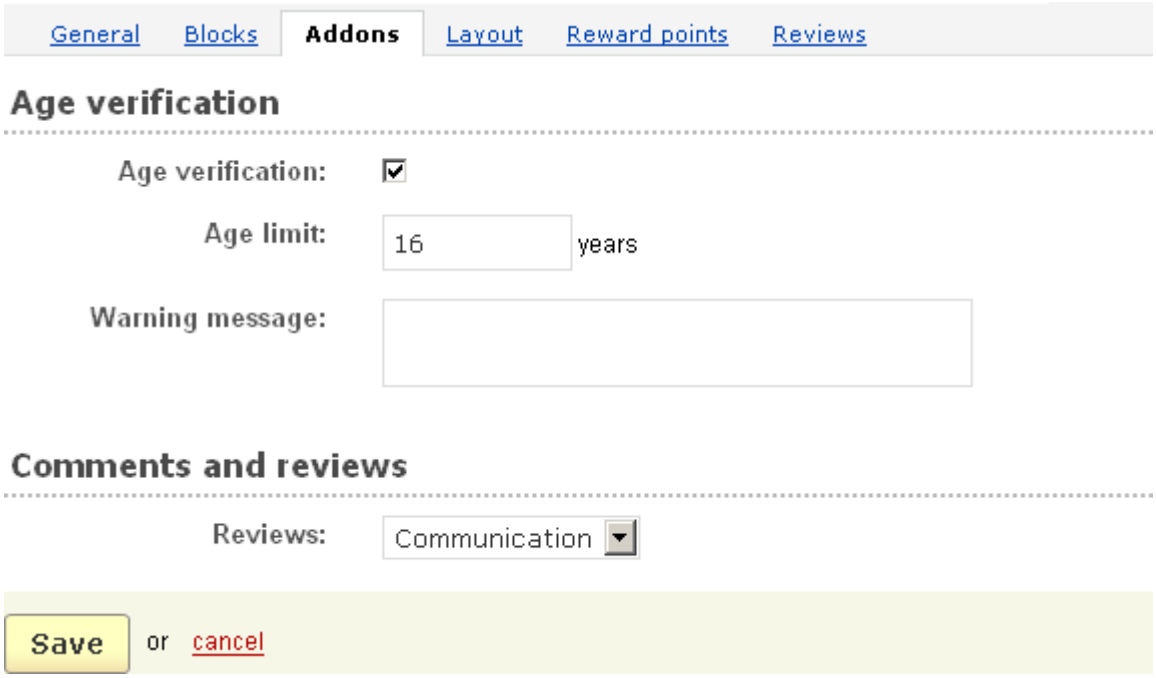
For categories such addons are **Age verification**, **Comments and reviews**.

The **Age verification** addon allows to define an age limit for a category. The following fields can be filled in:

- *Age verification* - tick off to enable age verification for the category;
- *Age limit* - set the minimum age for access to the category;
- *Warning message* - the message that is displayed during age verification.

Communication about the category, category rating or both can be enabled in the **Comments and reviews** section.

If you make any changes click on Save. To cancel the changes click on cancel.



Addons

In the **Layout** tab you can select how the products of the category will be displayed.

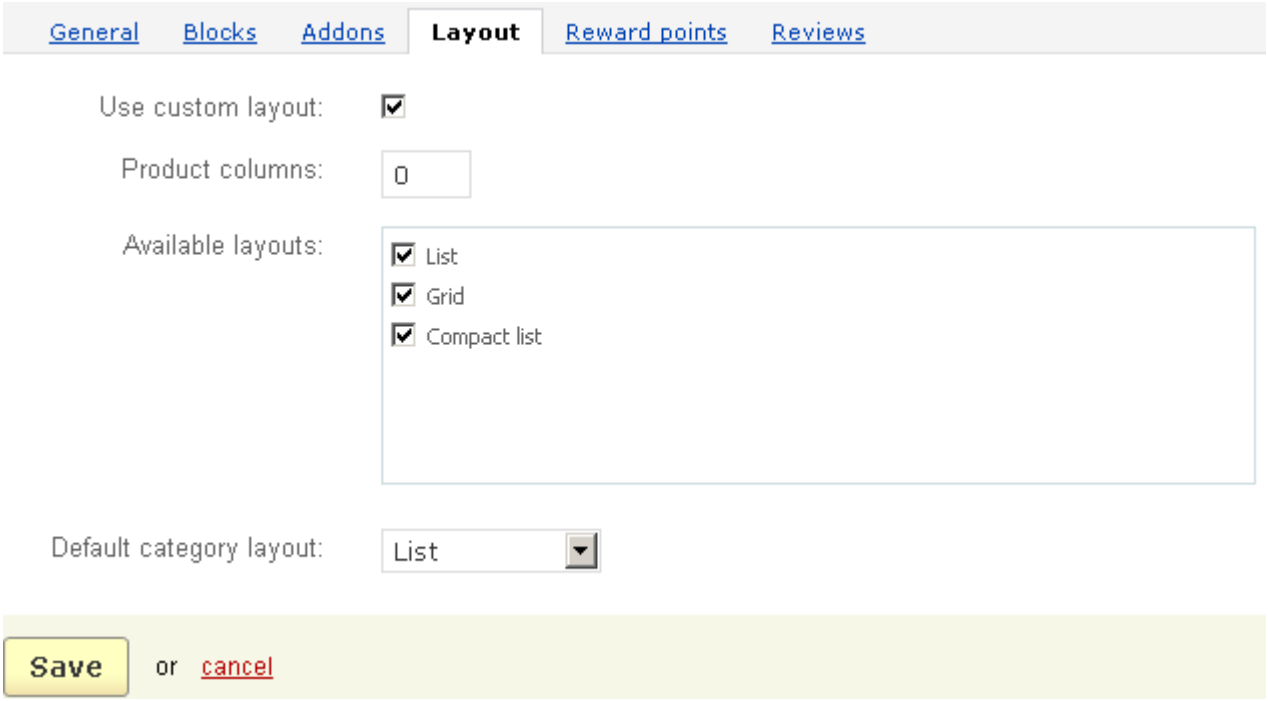
- *Use custom layouts* - enable this option to be able to specify a layout for the category;

- *Product columns* - specify whether the products will be displayed in one column or two columns, etc. Note that this option is used only for the Grid layout, but you can also use it in your own custom layouts.

- *Available layouts* - tick off available layouts for this category;

- *Default category layout* - set the default layout for this category.

If you make any changes click on Save. To cancel the changes use cancel.



Category layout

In the '**Reward points**' tab you specify the number of points customers will get for buying any product of this category.

Override global point value for all products in this category – if the check box is ticked off the values defined for the user groups below will prevail over those which are specified globally (on the '**Reward points**' page).

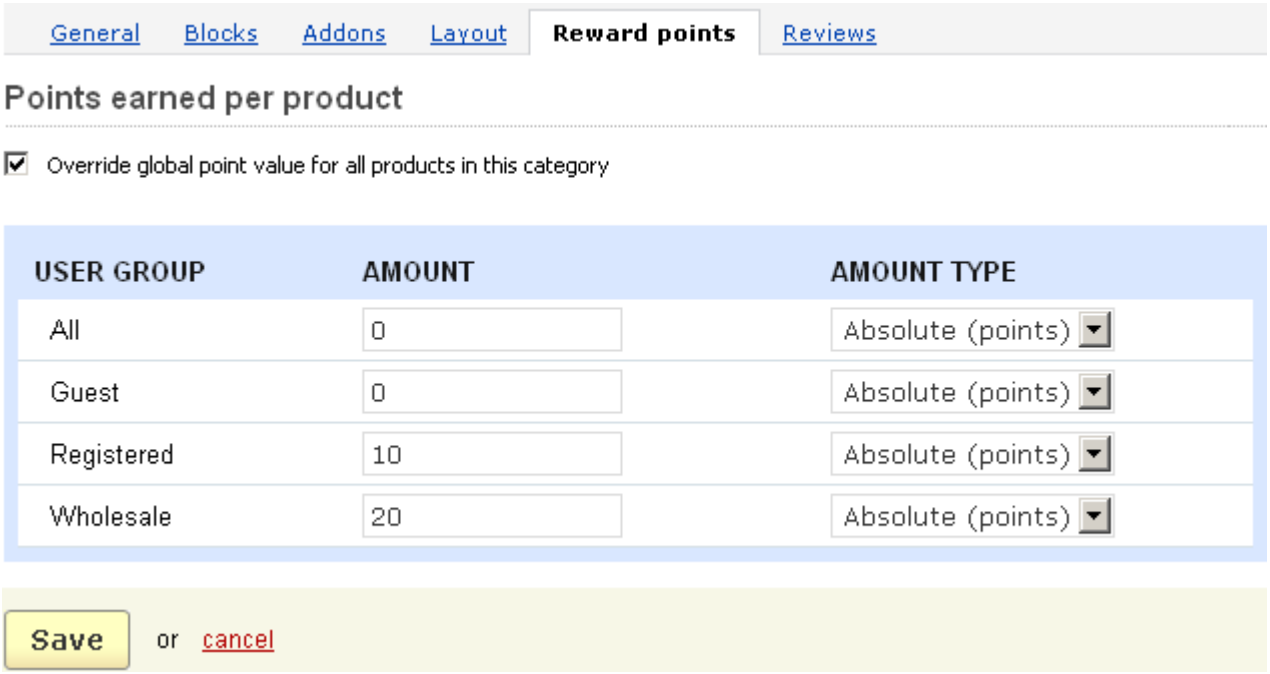
- *User group* – list of all user groups of the store and options *Guest* and *Registered* for those who are not assigned to any user group;

- *Amount* – the number of reward points you set for a user group (can be edited only if **Override global point value for all products in this category** is checked);

- *Amount type* - specify whether the set amount will be an absolute value (points) or percentage (%). When *Amount type* is set to *Percent (%)*, the reward points are calculated in the following way: the product price is divided into 100, and the result is multiplied by the number set in the *Amount* field.

If you make some changes click on Save to save them to the database.

Click on the cancel link to undo the changes.



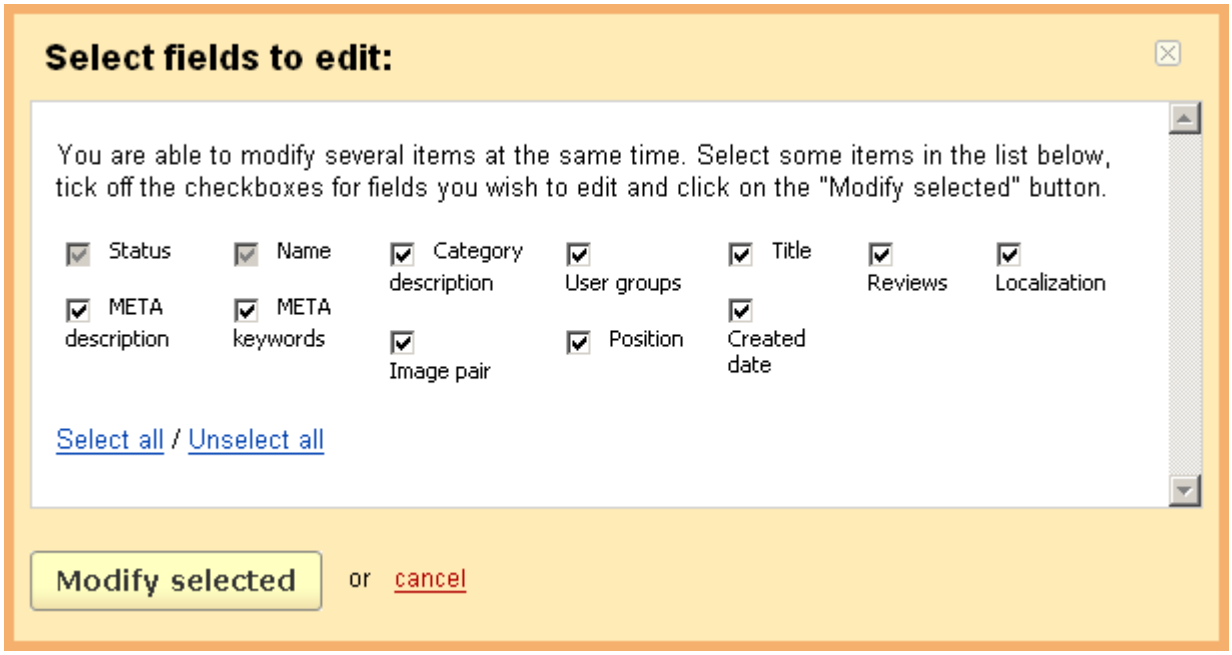
Reward points

There is a list of all reviews about the category in the **Reviews** tab. The tab is displayed only if communication on the category is enabled, namely the Reviews field (in the **General** tab) is set to *Communication*, *Rating* or *All*.

To change the parameters of several categories:

- place a check mark in the Select columns of the categories you want to change;
- click on the **Choose action** link and choose **Edit selected**;

This will open the '**Select fields to edit**' form, in which you select parameters to modify. '**Select field to edit**' is represented as a group of check boxes. It allows you to choose the fields you wish to change in the '**Update categories**' form.



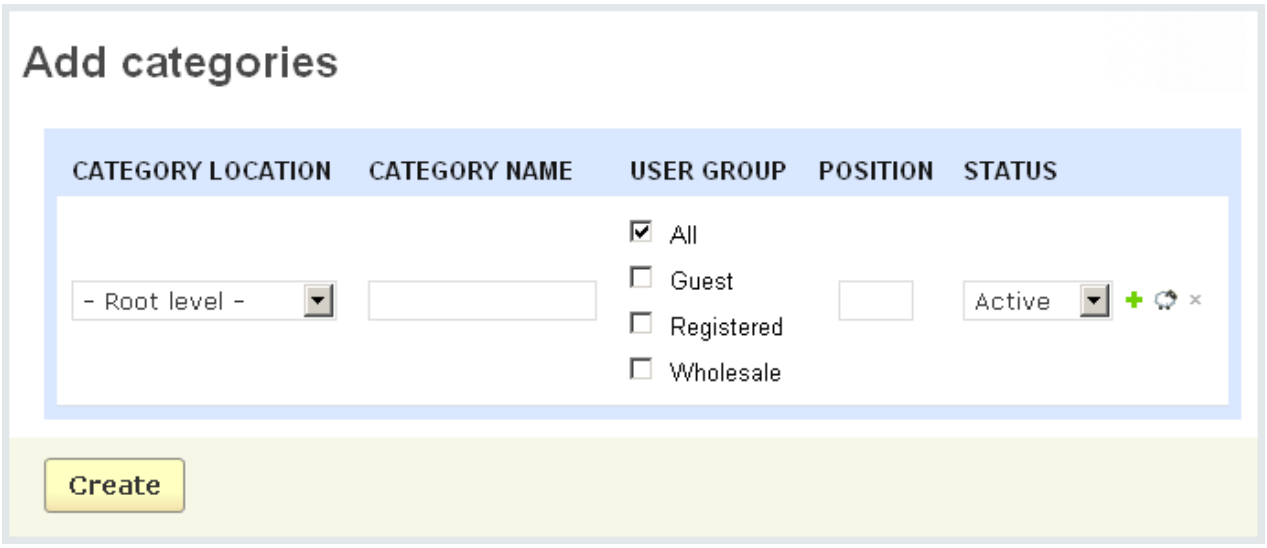
Select fields to edit

To add a new category:

- click on + Add category and fill in all the necessary parameters on the '**New category**' page.

5.3.1.1 Bulk category addition

To add several categories at once follow the **Bulk category addition** link under the page title. The **Add categories** form will open. Here you can add several new categories at a time using a single form.



Bulk category addition

To add a new category, click on + .

The number of categories that can be added in this form will depend on the parameters of your server. We do not recommend bulk addition of more than 100 categories at a time.

To add a new category identical to an existing one ("clone" the category), click on .

To delete a category, click on × .

After entering the parameters, click on Create to add a group of categories.

5.3.2 Products

You can manage products using the '**Products**' form, which contains the following sections:

- **Search for products**;
- **a list of all products**.

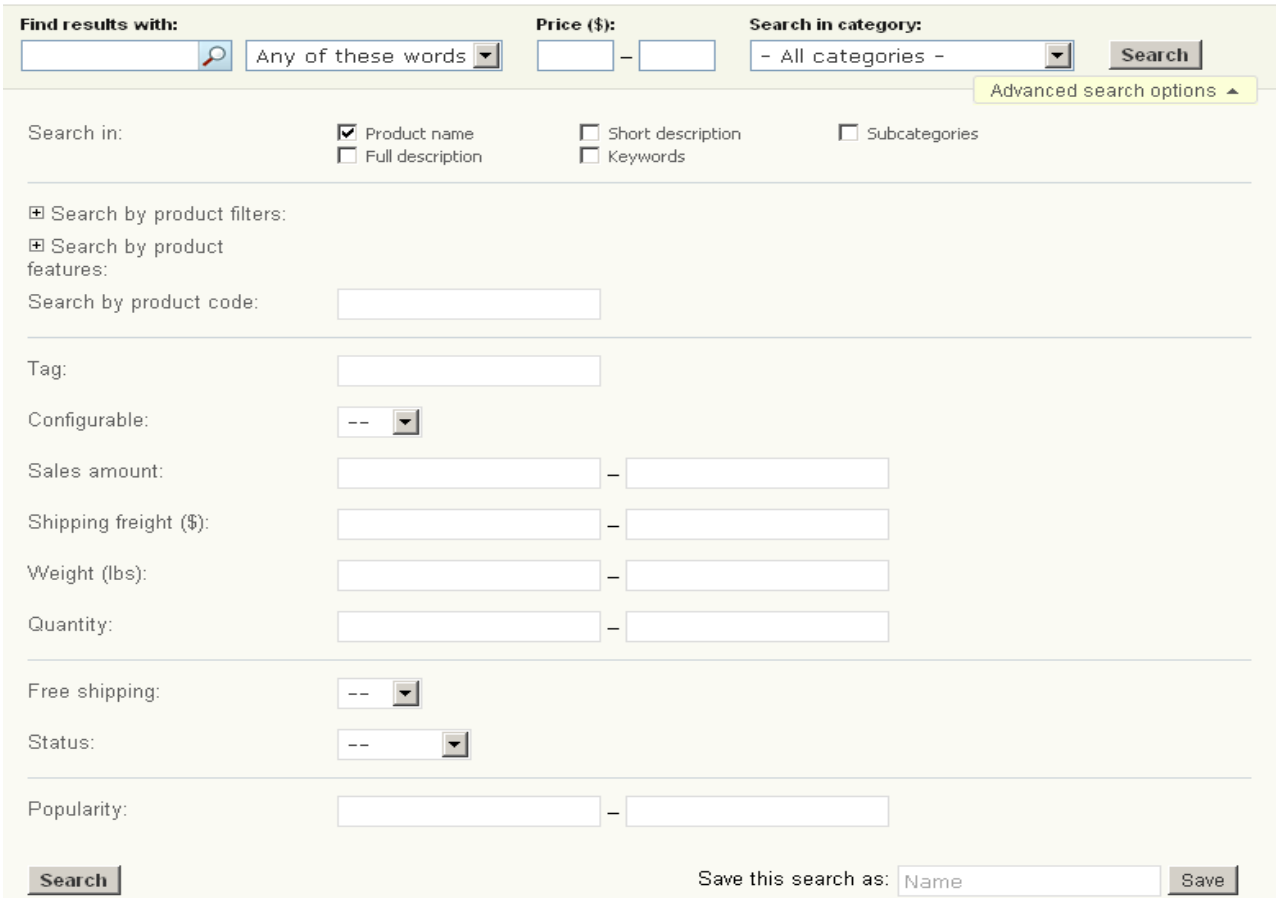
The '**Products**' page contains the '**Search**' pattern which allows you to search for orders by the following parameters:

- *Find results with* - enter search words and select whether any of the entered words, all of the words or the exact phrase will be searched for;

- *Price* - set a price range;

- *Search in category* - set in what category the search will be performed (*All categories* is set by default);

If you want to make the search results more precise click on **Advanced search option**. The search form will be expanded and you will be able to search by the following options:



Search for products

- *Search in*;

You may have the system search for products which contain the specified pattern (text) within any of the following product parameters:

- Product name;
- Full description;
- Short description;
- Keywords;
- Subcategories.

- *Search by product features*;

- *Search by product code* - you can use this field to locate a product by entering its unique product ID;
- *Configurable* - set *Yes* if the product you search for is configurable;
- *Sales amount* - specify an interval for the sold items;
- *Shipping freight ($)* - define a range for the shipping freight;
- *Weight (lbs)* - define a range for the product weight;
- *Quantity* - product quantity in stock (define a quantity range);
- *Free shipping* - whether the product is shipped for free;
- *Status* - status of the product (Active - the product is available for customers, Disabled - the product cannot be accessed by customers; Hidden - the product can be accessed by customers only by following the direct link).

After you have entered the desired information, click on Search to start the search process.

Also the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.

A successful search will display a list of the products matching all of your search criteria.

Go to page: 1
« previous 1 2 3 4 5 6 7 8 .... 13 next » Total items: 122 / 10
CODE
NAME
PRICE ($)
LIST PRICE ($)
QUANTITY
STATUS
B00078M 100% Cotton Adult/Youth Beefy T-Shirt by Hanes (Style# 5180) 4.50 10.00 40 Active edit | delete
B0006IO 24 - Seasons 1-3 199.94 199.94 50 Active edit | delete
B00005U Actiontec External USB Home DSL Modem (Bell South) () 18.00 0.00 50 Active edit | delete
B000248 adidas Camp Tee 9.99 0.00 50 Active edit | delete
B0009AL adidas Men's Avantis Jersey 22.99 0.00 50 Active edit | delete
B0007OA Adidas Mens ClimaCool Jacquard Argyle Polo 54.95 0.00 50 Active edit | delete
B0001K9 Adidas Mens ClimaCool Mesh Polos 49.95 0.00 50 Active edit | delete
B0007OA Adidas Mens ClimaCool Short Sleeve Mock 54.95 0.00 50 Active edit | delete
B0002LY Adidas Santiossage 13.49 0.00 50 Active edit | delete
B0009IPI Adidas Women's Attune II Running Shoe 59.95 59.95 50 Active edit | delete
Select all | Unselect all
Go to page: 1
« previous 1 2 3 4 5 6 7 8 .... 13 next » Total items: 122 / 10
Save or Choose action
Add product

List of all products

The list of all products is represented in the following way:

- *Select column* - selects the product;
- *Code* – internal product code;
- *Name* – name of the product;
- *Price* – product price;
- *List price* – manufacturer's suggested retail price (it is used to show that your price is lower);
- *Quantity* – number of products in storage;
- *Status* – status of the product (Active - the product is available for customers, Disabled - the product cannot be accessed by customers; Hidden - the product can be accessed by customers only by following the direct link).

You can define the number of products displayed per page in the chapter **Administration->Settings->Appearance>Products per page.**

To change product parameters ('*Code*', '*Price*', '*List price*'):

- enter the new values of the parameters;

- click on Save.

To look up product details:

- click on the product name link.

To delete a product:

- place a check mark in the Select column of the product you want to delete;
- click on the Choose action link at the bottom and choose **Delete selected**.

or:

- use the delete link in the product row.

To change the number of products in storage:

If no options are defined in the product,

- simply type the needed value into the '*Quantity*' field.

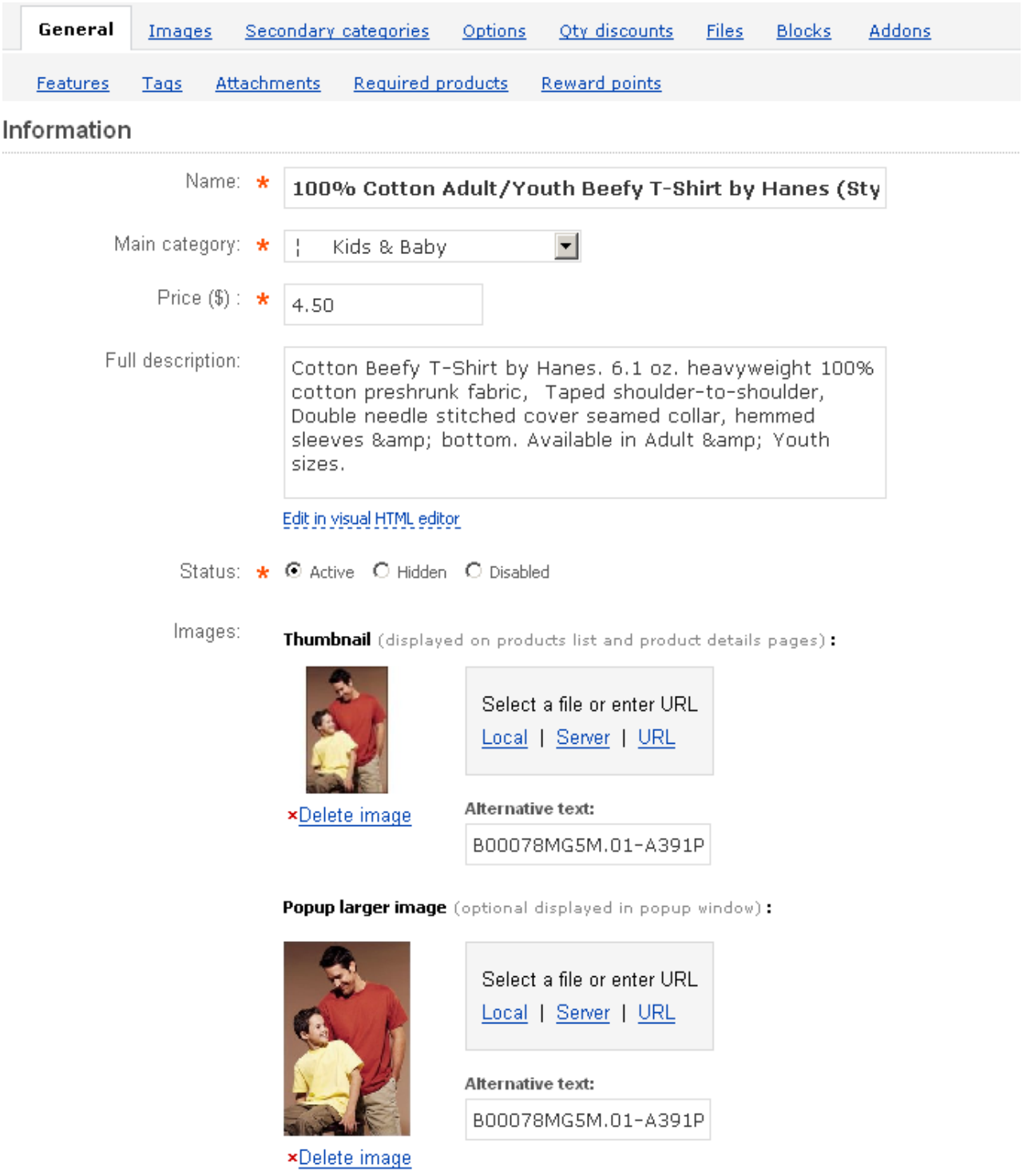
Otherwise,

- click on edit in the '*Quantity*' field to open the '**Inventory**' form, on which you will be able to set the quantity for each type of the product.

To edit a product:

- click on the name of the product.

This will open the '**Editing product**' form, in which you will be able to change product parameters. All parameters are grouped into a number of sections: Information, Pricing/inventory, SEO/Meta data, Availability, Extra.



Editing product

- *Name* - product name;
- *Main category* - choose in what category the product will be displayed;
- *Price* – product price in your store;

The currency of price is displayed in round brackets after the field name - for example, '*Price ($)*' or '*Price (€)*'.

- *Full description* - full description of the product with no length limit which is shown in the *Description* tab on the product details page in the storefront;

If you do not enter any text in the '*Short description*' field, the first 300 characters of the '*Full description*' field will be used as a short product description.

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor .

- *Status* - status of the product (Active - the product is available for customers in the storefront, Hidden - the product can be accessed by customer only by following the direct link, Disabled - the product cannot be accessed by customers);

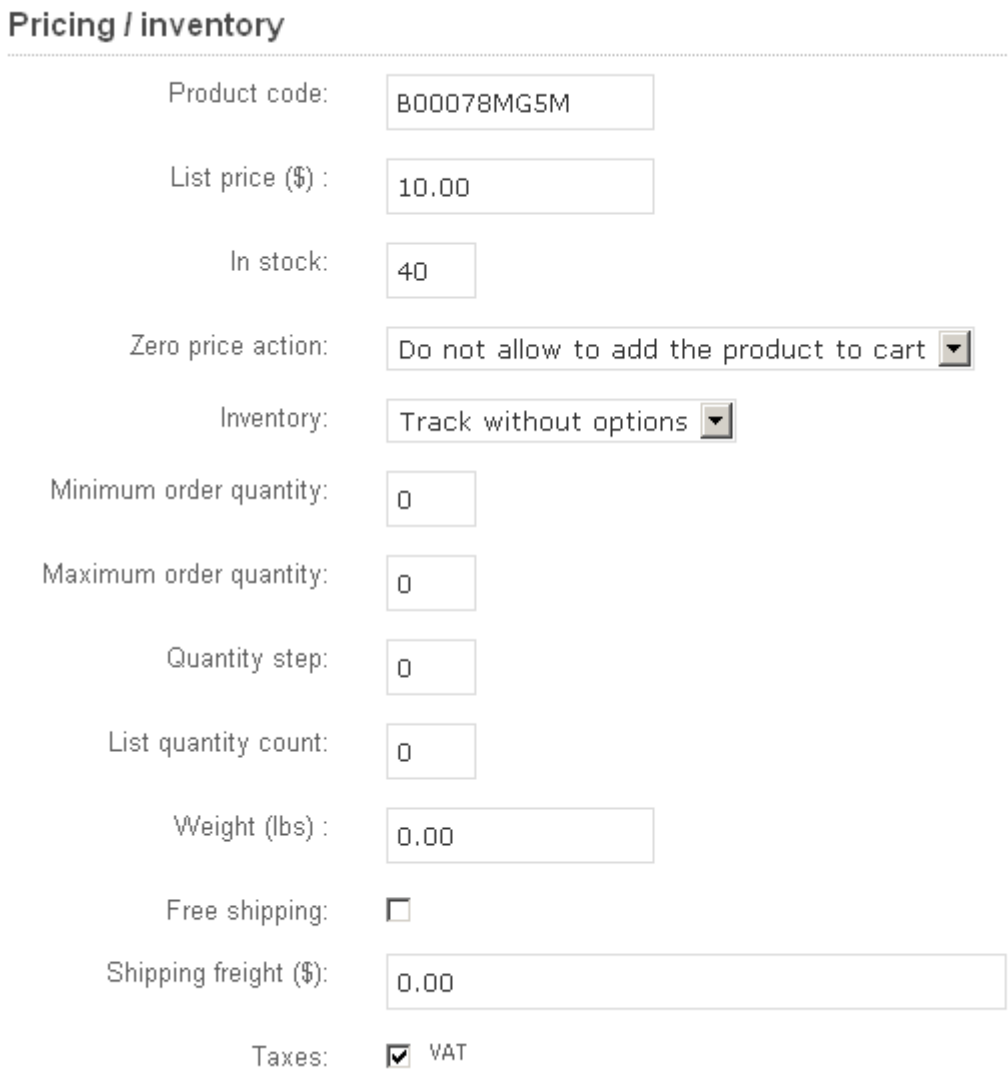
- *Images*;

Images are defined in pairs: *Thumbnail* and *Popup larger image*.

To select an image on a local computer or a server use Local or Server links. To type the URL of the file click on the URL link. Also you can define an alternative text both for *Thumbnail* and *Popup larger image*.

You can only choose images with '*.jpg', '*.gif' and '*.png' extensions.

The maximum total image size will depend on the parameters of your server. Generally it is 2 Mb. In order to be certain, contact your server administrator.



Editing product

- *Product code* - identifying code of the product;
- *List price* – market price of the product;

Price currency is displayed in round brackets after the field name. For example, '*List price ($)*' or '*List price (€)*'.

- *In stock* - number of products in storage;

If you wish to continue selling products even when there are none in stock, see the chapter **Administration->Settings->General->Allow negative amount in inventory**).

Be sure that stock control is enabled (see the chapter **Administration->Settings->General->Enable inventory tracking**) so that the quantity is automatically updated.

- *Zero price action* - here you specify the behavior of the store if value of the '*Price*' field is zero. You can both allow the addition of the product to cart and ban it, or you can let a customer set the price.

- *Inventory* - set the way how to track inventory for the product;

The available choices are:

- track with options - tracking for the product with options;

The '*track with options*' choice is displayed only if a product has at least one option.

If the '*track with options*' choice is selected then Edit button appears instead of input field next to '**In stock**' on the '**Update products**' page and in the '**Quantity**' column on the '**Manage products**' page. Click on Edit button and you are redirected to the '**Inventory**' page. For more information about the '**Inventory**' page see the description of the '**Product options**' tab.

- track without options - tracking for the product itself (without options);
- do not track - disable tracking for this product.

- *Minimum order quantity* - the minimum product quantity that can be added to cart;

- *Maximum order quantity* - the maximum product quantity that can be added to cart;

- *Quantity step* - step of product quantity (if *Quantity step* is set to 2, then only 2, 4, 6, 8, 10, etc. items can be added to cart);

- *List quantity count* - number of items in the quantity list;

- *Weight*;

The unit of weight is displayed in round brackets near the field name - for example, '*Weight (lbs)*' or '*Weight (kg)*'.

You can define the unit of weight in the chapter **Administration->Settings->General->Weight symbol.**

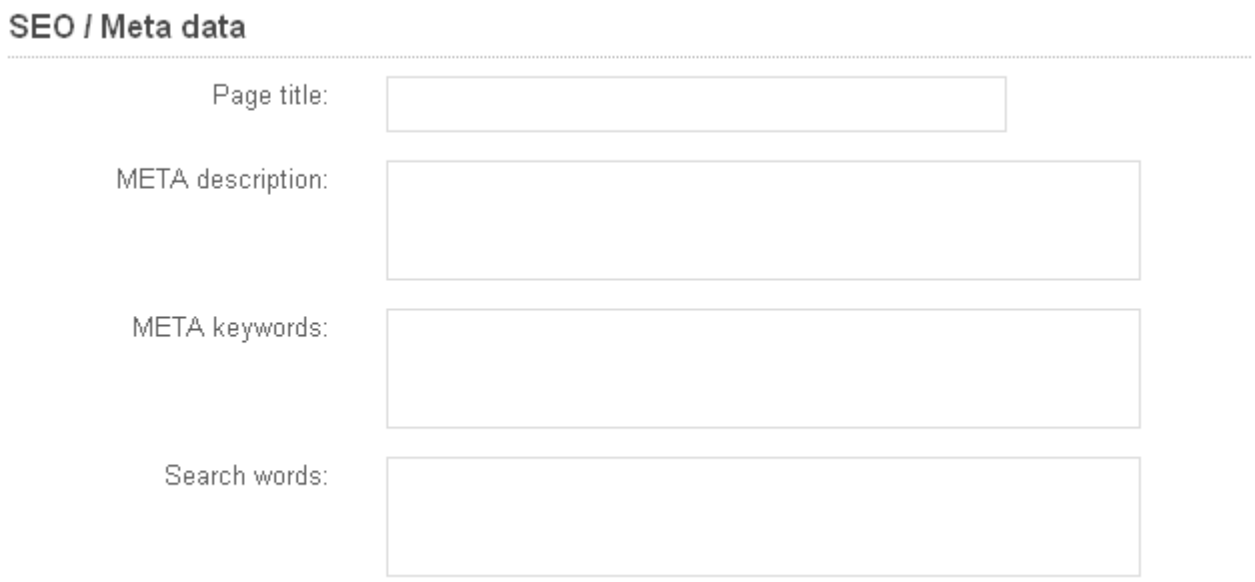
By default, the unit of weight is pound (lbs).

- *Free shipping* - tick off to enable free shipping for this product;

- *Shipping freight* - handling fee for each unit of this product i.e. the value of the shipping cost for this particular product. It is added to the cost calculated at checkout;

- *Taxes* - allows to choose the applicable taxes on the product;

You can add or configure taxes in **Shipping / Taxes->Taxes**.



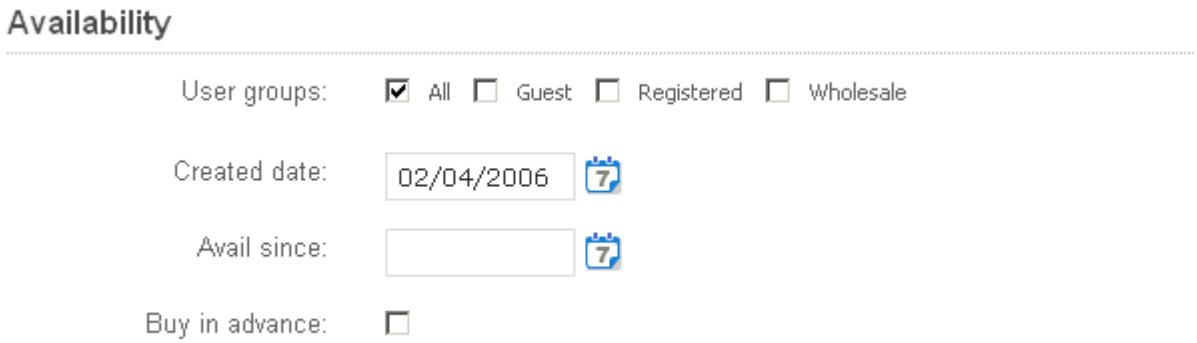
Editing product

- *Page title* - title of the page displayed in the browser window when viewing the product in the storefront;

- *META description* – specific Meta Tag description field for this product;

- *META keywords* – specific Meta Tag keywords field for this product;

- *Search words* - specify the words by which the product can be easily found in the storefront;



Editing product

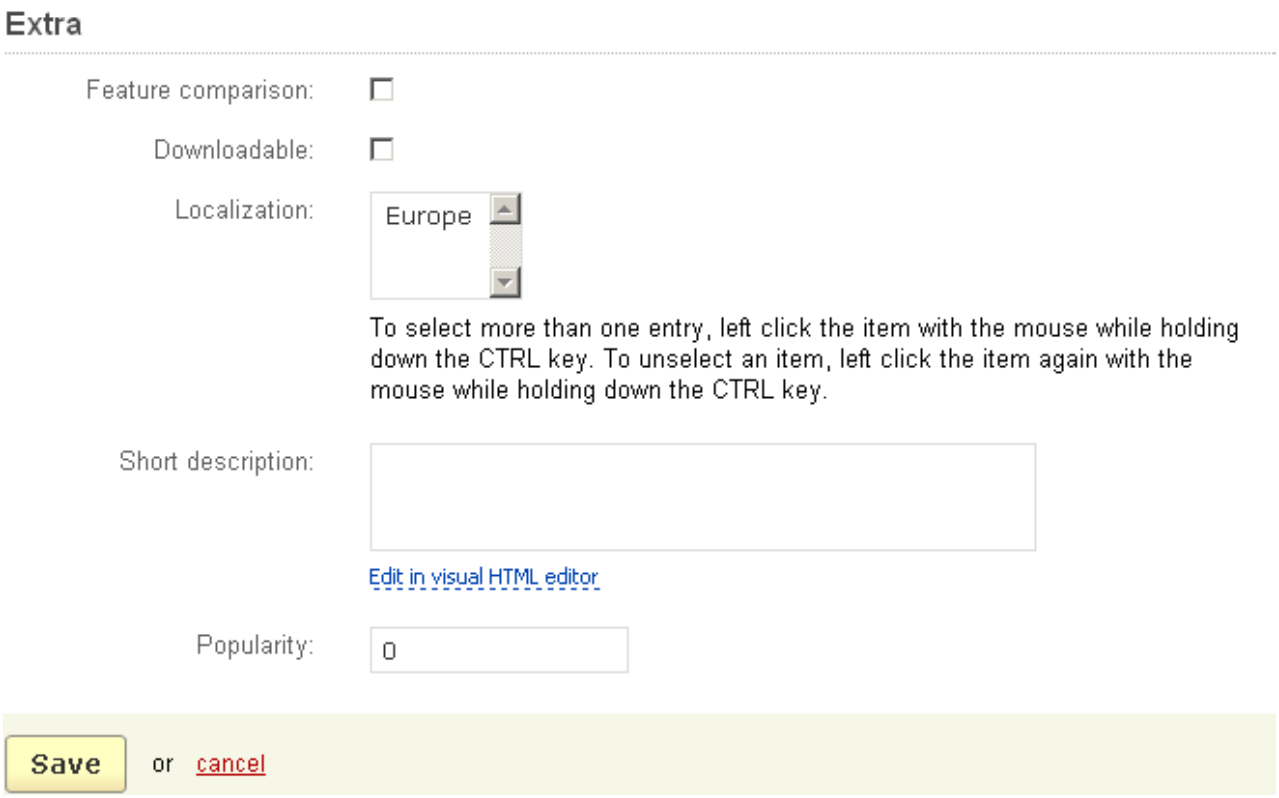
- *User groups* - user groups that have access to this product;

You can add or configure taxes in **Shipping / Taxes->Taxes**.

- *Created date* - the date when the product information has been added to the database;

- *Avail since* - date starting from which the product becomes available for customers;

- *Buy in advance* - if ticked off, customers can buy the product in advance even if it is not available at the moment (i.e. *Avail since* is set to a later date);


Extra
Feature comparison:
Downloadable:
Localization:
Europe
To select more than one entry, left click the item with the mouse while holding down the CTRL key. To unselect an item, left click the item again with the mouse while holding down the CTRL key.
Short description:
Edit in visual HTML editor
Popularity:
0
Save
or
cancel

Editing product

- *Feature comparison* - tick off if you want that customers can add the product to a comparison list;

To be able to view the feature comparison list in the customer storefront it is necessary that a block with the content *Feature comparison* is defined on the **Blocks** page **(Design->Blocks)**.

- *Downloadable* - tick off this check box if the product is electronically distributed. If this option is enabled, additional check boxes will also appear:

  • *Enable shipping for downloadable product* - tick off this check box if there is a component in the electronically distributed product which requires shipping (such as a manual book for a software product);

  • *Time-unlimited download* - tick off to allow unlimited download of the product;

You can define the period of time during which this product can be downloaded by the customer in **Administration->Settings->General->Download key TTL**.

- *Localization* - select localization(s) for which the product will be available;

The '**Localization**' field is displayed only if at least one localization is defined in **Shipping/taxes->Localizations**.

- *Short description* – product description (with no length limit) which is displayed on the product list page in the storefront;

If you do not enter any text in the '*Short description*' field, the first 300 characters of the '*Full description*' field will be used as a short product description.

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *Popularity* - product popularity rating (integer) based on number of views in the storefront, number of additions to cart and number of purchases. The popularity rating is calculated automatically by the system, but the administator can also set this option to any value. Sorting of products in the storefront can be based on this rating.

If you change any parameters, click on the Save button.

To cancel the changes click on the cancel link.

Also additional data can be specified using the tabs:

Images;
Secondary categories;
Options;
Qty discounts;
Files;
Blocks;
Addons;
Features;
Tags;
Attachments;
Required products
Reward points.

If the corresponding parameters are set in the **Addons** tab, the following additional tabs will also appear:

Reviews;

Configuration (if the '**Configurable**' check box is enabled).

The '**Images**' tab contains only the '**Additional images**' section for choosing additional images of the product. All additional images will be displayed underneath the main thumbnail on the product detail page of the storefront.

You can download an image from a local computer or a server, or enter a direct link to the image. Also you can specify an alternative text.

You can only choose images with '*.jpg', '*.gif' and '*.png' extensions.

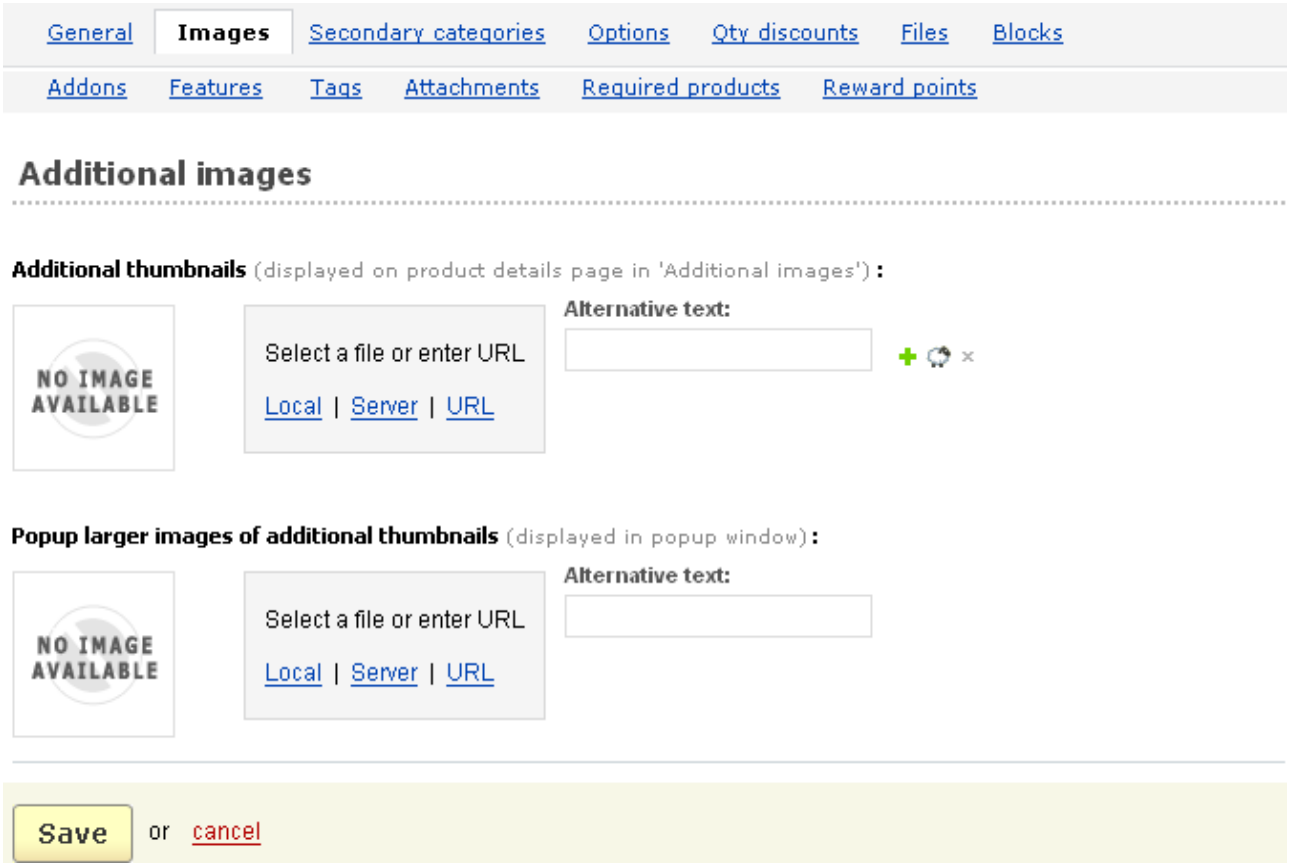
The maximum total image size will depend on parameters of your server. Generally it is 2 Mb. In order to be certain, contact your server administrator.

To add a new pair of images, click on + .

To add an image pair identical to an existing one ("clone" an existing image pair), click on .

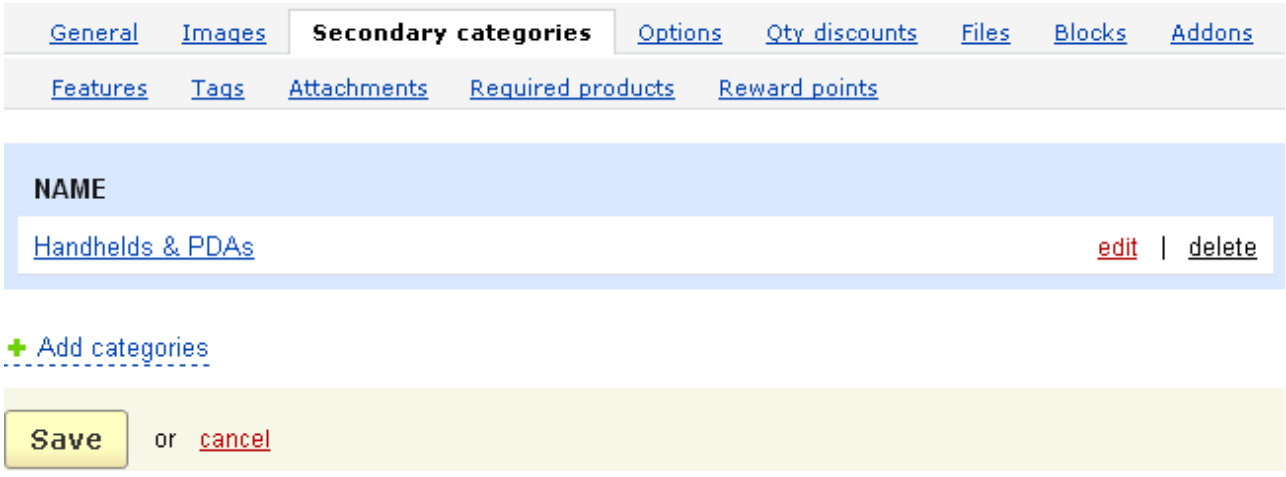
Clone function is only enabled for images located on the server.

To delete a pair of images, click on × . (You can delete all the rows except the last one.)



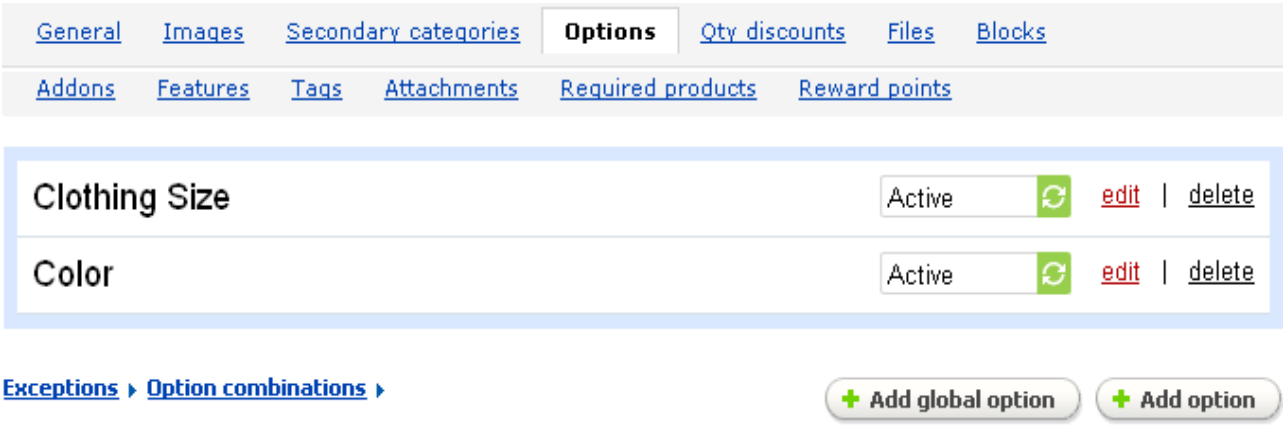
Images

In the '**Secondary categories**' tab you can specify other categories and subcategories to which the product belongs and where it will be displayed.



Secondary categories

Each product has its own typical options which can be defined using the '**Product options**' tab. These options will be displayed in the storefront as product parameters.



Product options

The list of product options is given in the following way:

- *Name* - name of the option;

- *Status* - status of the option (Active - available in the storefront, Disabled - option is not displayed in the storefront);

To add an option:

- click on the Add option button and specify an option in the pop-up section.

To apply a global option to the product use the Add global option button.

The '**Add global options**' button is displayed only if at least one global option is defined on the '**Global options**' page.

If you want the added product options to reflect the changes made for global product ones, you will need to add them as a link. To do this tick off '*Apply as link*' check box before the applying process. You won't be able to edit the linked product options on the '**Editing products**' pages then.

To delete an option:

- click on the delete link of the entry you want to delete.

To edit an option:

- click on the edit link of the necessary entry.

You will be able to edit the following parameters:

- *Name* - name of the option;

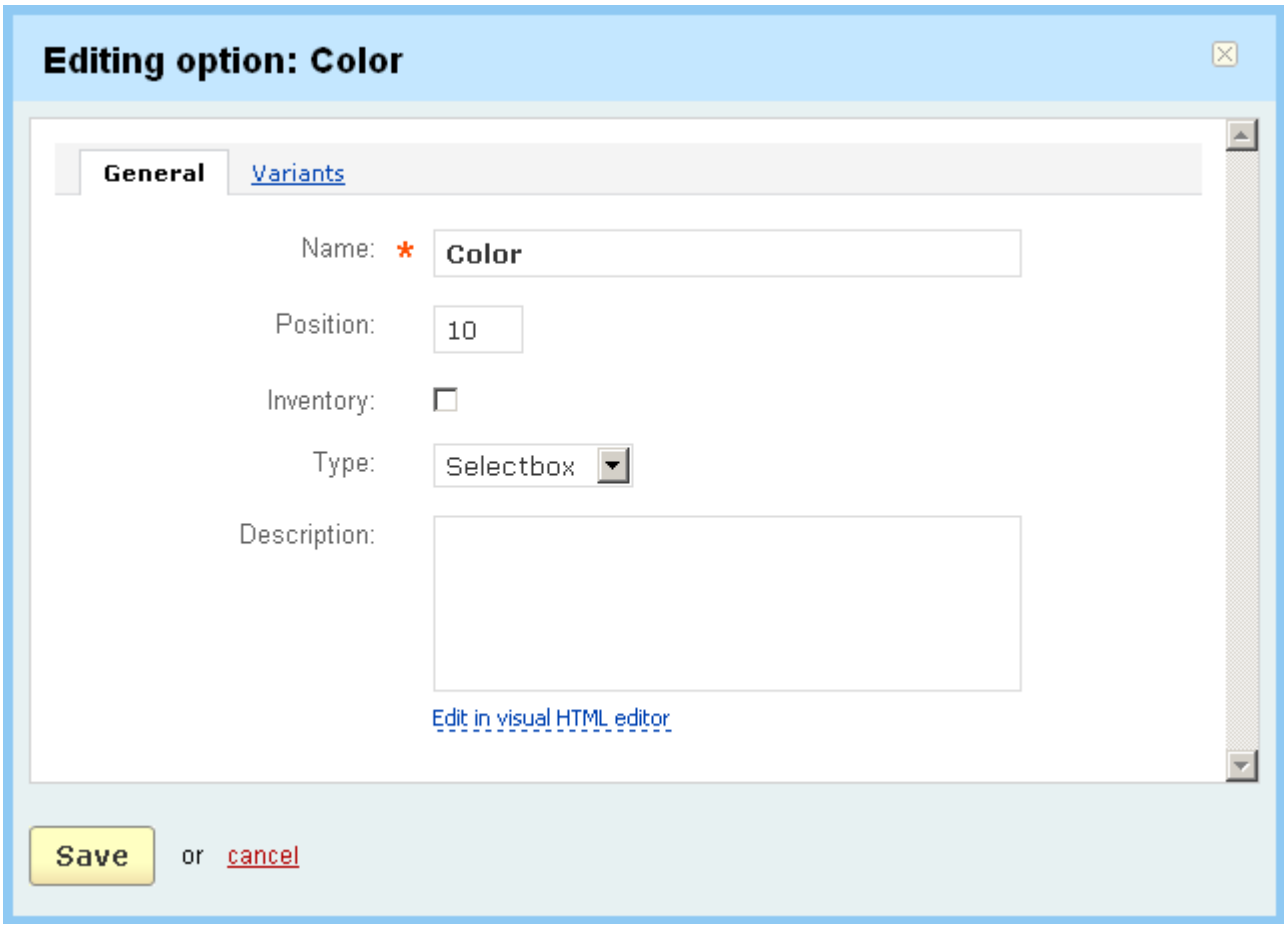
- *Position* - ordinal number of the option in the list;

- *Inventory* - if enabled the option is taken into account when forming the product inventory and it is displayed on the **Inventory** page of the product;

- *Type* - select the display type of the option (Selectbox, Radiogroup, Checkbox, Text, Textarea, File);

- *Description* - description of the option that is available in the storefront. Next to the option the symbol (?) will be displayed, by clicking on it customers will see the specified description;

- *Comment* - insert a comment that will be displayed below the option in the storefront.



Product options

If you add an option of text or textarea type, you can specify additional parameters for it, namely:

- *RegExp* - enter a regular expression that will validate the value entered by a customer. For example, if the field is set to ^[a-zA-Z]{3}[0-9]{2,3}$, then the customer will have to enter 3 letters and 2 or 3 figures;

- *Required* - if ticked off, the option will be mandatory to fill in;

- *Inner hint* - a notice that is displayed in grey in the field and that gives a hint about what to enter;

- *Incorrect filling message* - the message that is displayed in case of incorrect filling of the field. This may occur when a certain regular expression is set for the option. For example, if RegExp is set to ^[a-zA-Z]{3}[0-9]{2,3}$, in this field you can enter the following: Please, enter 3 letters and 2 or 3 figures (e.g. **abc123**). So if the customer enters an incorrect value, s/he will see the specified notification. This can be used to check a telephone number, postal code, date, etc.

If the option type is file, it means that a file can be uploaded by a customer for this product. It is especially useful for customizable products like T-shirts, mugs or postcards, where a customer can use his own graphic image.

For option of the file type, you can specify the following additional parameters:

- *Required* - if enable, it is mandatory to upload a file;

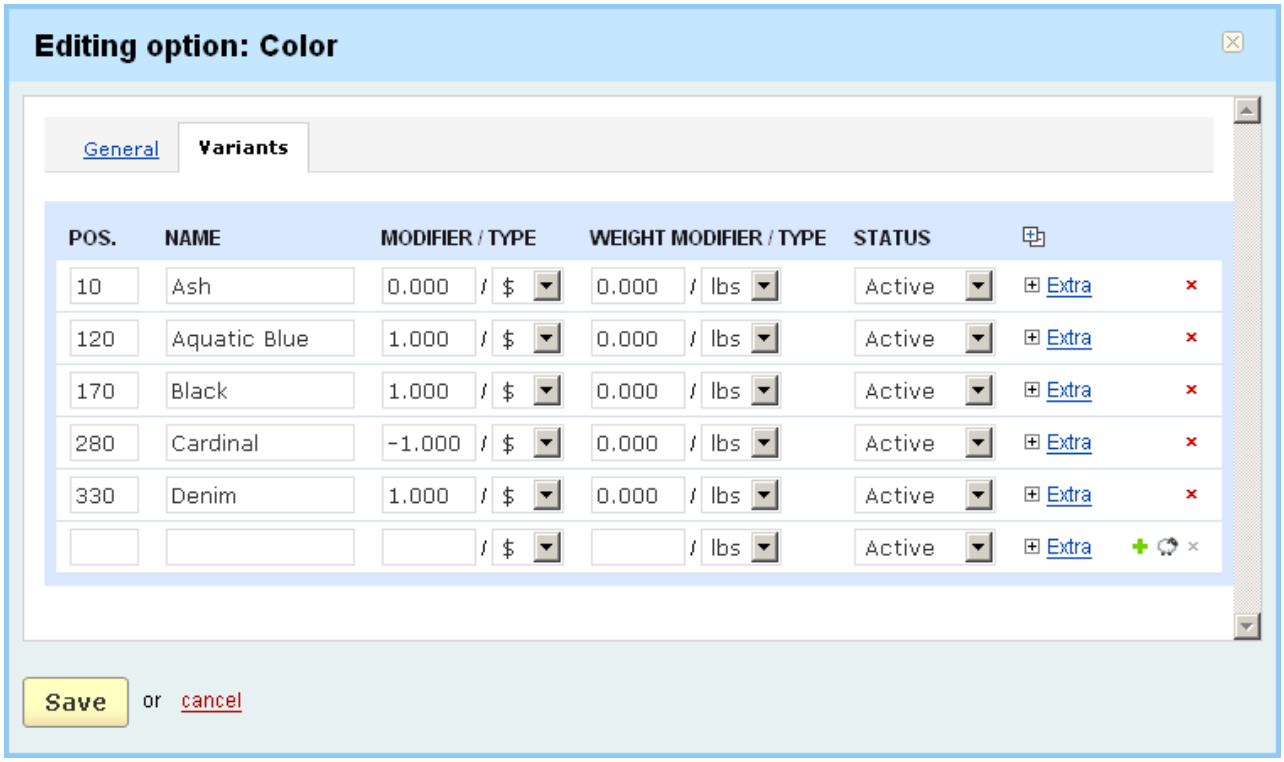
- *Allowed extension* - leave this field empty to allow uploading of all file types or input allowed extensions separated by comma (e.g. jpg,bmp,gif,pdf);

- *Max uploading file size* - leave this field empty to allow uploading of files of any size or limit the file size ("100" is equal to 100 Kb);

- *Multiupload* - if enabled, customers can upload several files.

The '**Variants**' tab allows to define option variants.

Variants are not available for *Text, Textarea* and *File* types.


Editing option: Color
General
Variants
POS.
NAME
MODIFIER / TYPE
WEIGHT MODIFIER / TYPE
STATUS
10 Ash 0.000 / $ 0.000 / lbs Active Extra
120 Aquatic Blue 1.000 / $ 0.000 / lbs Active Extra
170 Black 1.000 / $ 0.000 / lbs Active Extra
280 Cardinal -1.000 / $ 0.000 / lbs Active Extra
330 Denim 1.000 / $ 0.000 / lbs Active Extra
/ $ / lbs Active Extra
Save
or
cancel

Editing option

The information is given in the following way:

- *Position* - ordinal number of the option in the list;

- *Name* - name of the option variant (e.g. option 'size' may have such variants as small, medium, large, X large, etc.). Note that a variant name consisting of more than 20 characters may change the website display in some cases;

- *Modifier/Type* - positive or negative value that affects the product price if the option variant is selected/absolute($) or percent(%) type of modifier;

- *Weight modifier/Type* - positive or negative value that affects the product weight if the option variant is selected/absolute(lbs) or percent(%) type of modifier;

- *Status* - status of the option (Active or Disabled).

Click on the Extra link to display additional parameters:

- *Icon* - icon of the option. You can download the icon from a local computer, a server or type a direct link to the image. Here you can also define an alternative text for the icon;

- *Earned point modifier/Type* - positive or negative value that affects the number of points earned for the product if the option variant is selected/absolute(points) or percent(%) type of modifier (this option is available only if the **Reward points** addon is enabled in **Administration->Addons**).

If you edit the value of any field, click on Save to save the changes.

To add a new row with empty fields to the section, click on +.

To add a new row with identical values to an existing one ("clone" section), click on ↻.

To delete a row, click on ×. (You can delete all the rows except the last one.)

When buying a product the customer chooses the necessary combination of product parameters. For example, M, L, XL sizes and white, black, red, green colors are available for a T-shirt. The customer chooses among these option variants a white T-shirt in size L. But the white T-shirt in size L isn't in stock. In order to ban this combination in the storefront you can define certain exceptions using the Exceptions link in the '**Product options**' section.

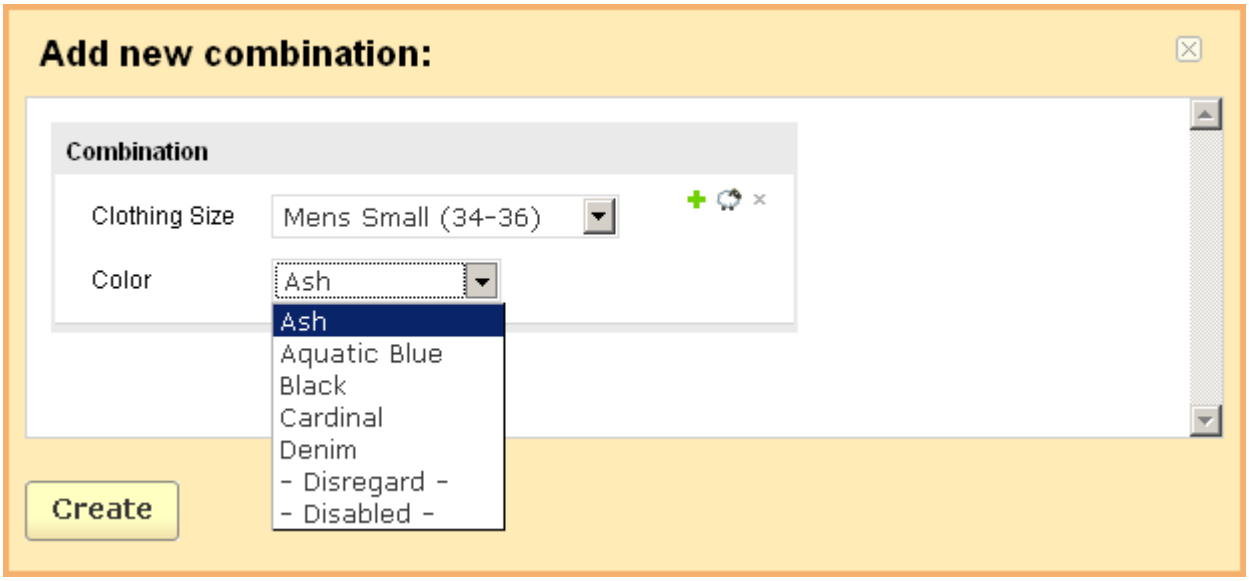
Click on the Exceptions link to open the '**Exception**' page. The page contains a list of exceptions.

To add a new exception click on + Add combination and in the pop-up section specify a combination.

Exceptions

Exception combination is a combination of product variants which isn't available for customers in the storefront.

You can choose not to display exceptions in the storefront or show a warning when a customer selects the exception (**Administration>-Settings->General**).



New combination

In exception combination each option can have '*disregard*' or '*disable*' values.

'*Disregard*' means that the option does not affect the exception combination. For instance, if size option has '*Disregard*' value and color option is defined as 'BLACK', in customer area the 'BLACK' variant will be disabled only, and all sizes will be available for other color variants.

'*Disable*' means that the option will be disabled if other exception conditions are met. For example, if size option has '*Disabled*' value and color option is specified as 'BLACK', in customer front-end size option will be disabled if 'BLACK' is selected.

If you click on the Option combinations ▸ link you are taken to the '**Inventory**' page. If you click on the rebuild combinations link, all available combinations will be displayed on the page:

- *Select column*;
- *Combination* - combination of product options and its code;
- *Images* - product thumbnail and popup larger image.

You can choose both '*Additional option thumbnail*' and '*Popup larger image*'. You can download an image from a local computer or a server, or enter a direct link to the image. Also you can specify an alternative text.

If you modify any option affecting the variant combinations they are normally updated automatically. However, if you discover that the variant combinations have not been updated, click on the **rebuild combinations** link to apply the changes.

If you edit the value of any field, click on Save to save the changes.

To delete a combination from the list:

- click on the delete link of the plan.

To delete several combinations at a time:

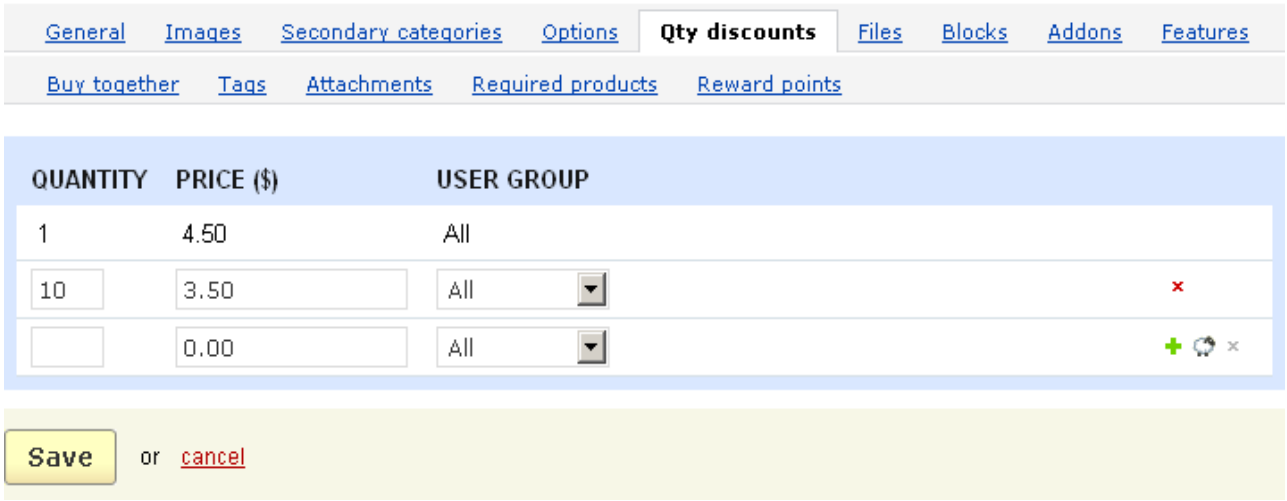
- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

To add a new combination to the list use the + Add combination button.

- select option variants;
- click on Create.

Quantity discounts

CS-Cart shopping cart software includes the possibility of wholesale trade. You can define quantity discounts (wholesale prices) for a product using the '**Qty discounts**' tab.



Quantity discounts

The list of quantity discounts is represented as follows:

- *Quantity* – the minimum number of products to which the current quantity discount is applied;
- *Price* - the wholesale price of the product;
- *User group* – the type of a user group that can view this discount;

You can define user account types in the chapter **Users->User groups**.

To delete a wholesale price:

- click on the × sign of the price you want to delete.

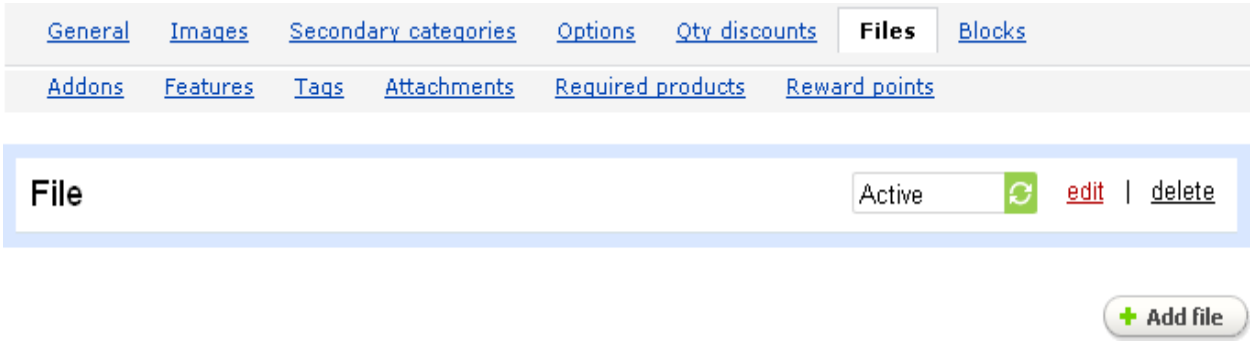
You can add a new wholesale price using the + button.

To add a new row, click on + .

To add a new row with values identical to an existing one ("clone" a wholesale price), click on .

To delete a row, click on × . (You can delete all the rows except the last one)

In case of electronically distributed products, the **Files** tab allows you to load files that will be downloaded by customers.



Names of the files and their statuses (Active or Disabled) are given in the list.

To delete a file:

- click on the delete link of the entry you want to delete.

To edit a file:

- click on the edit link of the entry you want to edit.

To add a new file to the list click on the

button and define the following parameters:

- *Name* - name of the file;

- *Position* - position of the file in the list;

- *File* - load the file;

You can download a file from a local computer or a server, or enter a direct link to the image.

- *Preview* - load a preview file that can be downloaded by customers from the product details page in the storefront (in the **Files** tab);

- *Activation mode* - set when the purchased product can be downloaded (Immediately - immediately after the purchase; After full payment - when the order has the statuses **Processed** or **Completed**; Manually - manually by the administrator);

- *Max downloads* - maximum number of downloads available;

- *License agreement* - text of the license agreement;

- *Agreement required* - define whether it will be required to accept the license agreement at checkout or not;

- *Readme* - this text will be in the **Readme** file of the product;

The fields **License agreement** and **Readme** contain tools for text editing. If you want to use them, click on Edit in visual HTML editor.

To add a new entry , click on .

To add a new entry with file links identical to an existing one ("clone" a link), click on .

To delete an entry, click on . (You can delete all the rows except the last one.)

In the **Blocks** tab you see all blocks defined for a product details page in **Design->Blocks->Products**.

On the page you have the ability to add blocks that will be displayed only on the details page of this particular product.

To learn how to add blocks refer to the chapter **Blocks** (**Design->Blocks**).

Order of the blocks in the **Product details page tabs** section can be changed by using the drag and drop feature. So the positions on these tabs can be set for each product individually.

Blocks

In the **Addons** tab you see addons that can be enabled for this particular product. Such addons are given here if they are enabled in **Administration->Addons**.

For products such addons are **Product configurator**, **RMA**, **Age verification**, **Comments and reviews**.

If the *Configurable* check box is ticked off in the **Product configurator** section, it means that the product is configurable (consists of several components) and the **Configuration** tab is displayed.

In the **RMA** section you can define whether the product can be returned ('**Returnable**' is enabled) or not and specify the period during which it can be returned.

In the **Bestselling** section you can see the number of sold items. The section is displayed only if the **Bestsellers** addon is enabled in Administration->Addons.

The **Age verification** addon allows to define an age limit for a product. The following fields can be filled in:

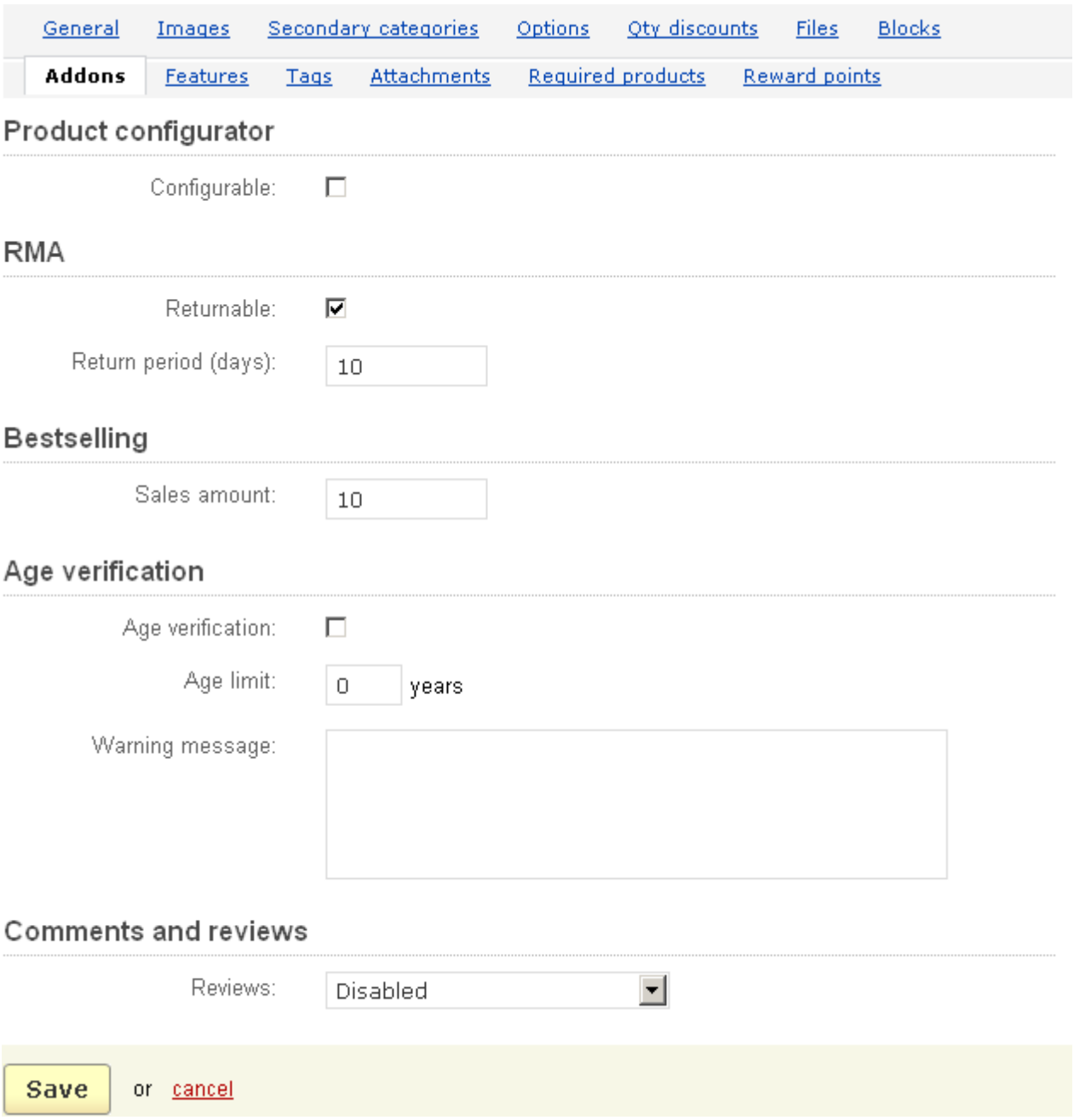
- *Age verification* - tick off to enable age verification for the product;
- *Age limit* - set the minimum age for access to the product;
- *Warning message* - the message that is displayed during age verification.

Communication about the product, product rating or both can be enabled in the **Comments and reviews** section.

If you make any changes click on

. To cancel the changes click on

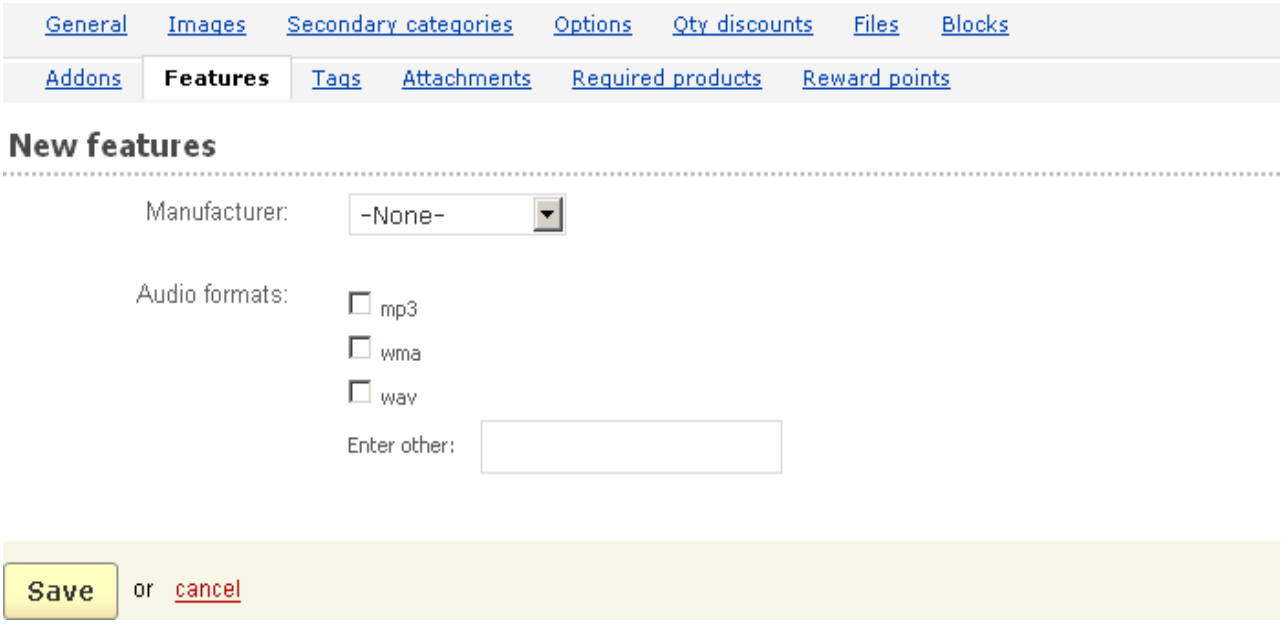
.


General
Images
Secondary categories
Options
Qty discounts
Files
Blocks
Addons
Features
Tags
Attachments
Required products
Reward points
Product configurator
Configurable:
RMA
Returnable:
Return period (days):
10
Bestselling
Sales amount:
10
Age verification
Age verification:
Age limit:
0
years
Warning message:
Comments and reviews
Reviews:
Disabled
Save
or
cancel

Addons

Use the **Product features** tab to enter data concerning additional product fields that you have previously defined.

You can add product feature in the chapter **Catalog -> Product features.**



Products features

The **Buy together** feature allows to create combinations of products and apply discounts to such combinations. So if the specified products are bought together, customers are provided with a discount. Such combinations and possible discounts are presented in the **Buy together** tab on the product details page in the storefront. And customers can easily decide whether to take advantage of the given opportunity or not.

To enable this feature, you need to enable the **Buy together** addon in **Administration->Addons**.

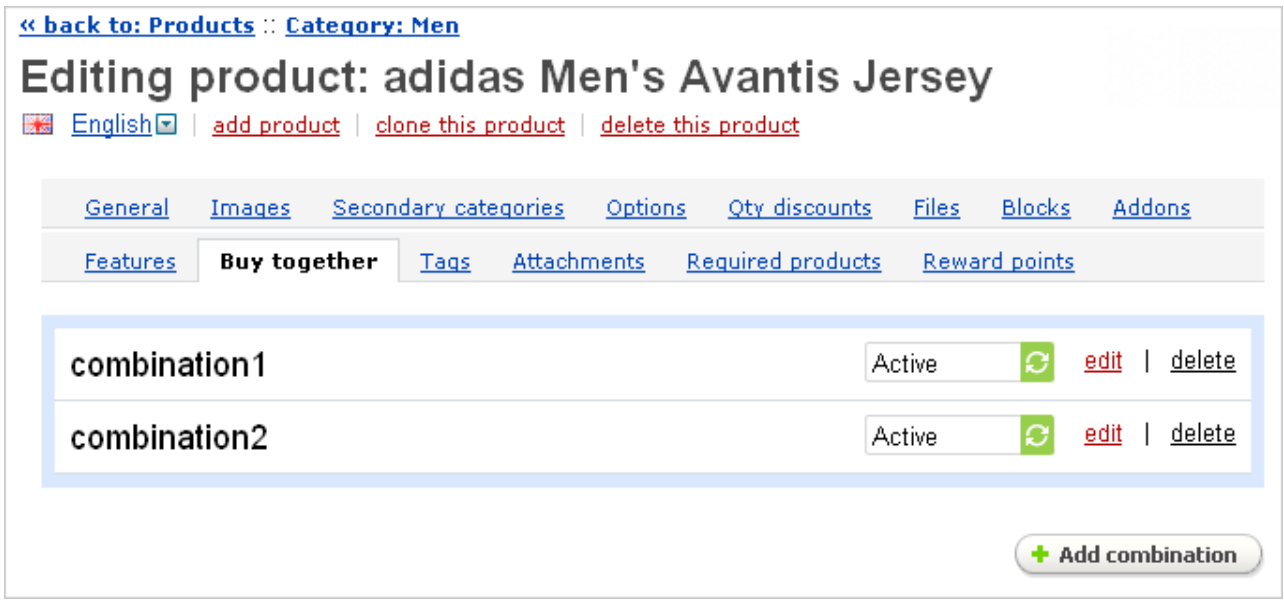
In the "**Buy together**" tab you see a list of created combinations. The name of the combination and its status (Active or Disabled) are given in the list.

To add a combination:

- click on the **Add combination** button.

To delete a combination:

- click on the delete link of the entry you want to delete.


« back to: Products :: Category: Men
Editing product: adidas Men's Avantis Jersey
English | add product | clone this product | delete this product
General Images Secondary categories Options Qty discounts Files Blocks Addons
Features Buy together Tags Attachments Required products Reward points
combination1 Active edit | delete
combination2 Active edit | delete
Add combination

Buy together

To edit a combination click on the edit link and the **Editing combination** pop-up window will open. There you will see two tabs: **General** and **Products**.

In the **General** tab you can edit the following parameters:

- *Name* - name of the combination;

- *Decsription* - description of the combination that will be displayed in the storefront;

- *Available from* - starting this date the combination becomes available;

- *Available till* - the last day when the combination is available;

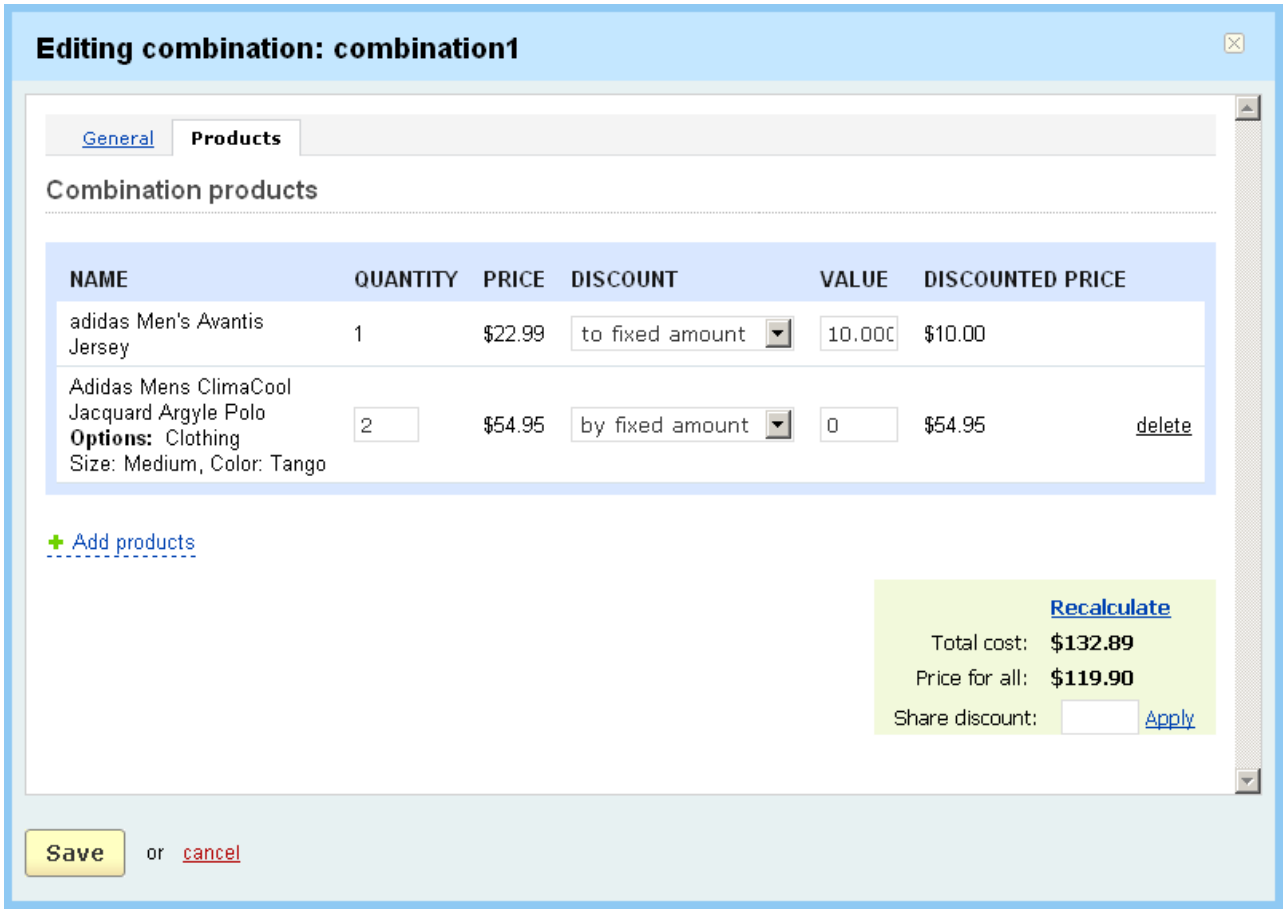
- *Display in promotions* - if ticked off, the combination will be displayed in the **Promotions** tab;

- *Status* - Active or Disabled.

Editing combination - General

In the **Products** tab you will see the products that form the combination. The following information is given for each product of the combination:

- *Name* - name of the product;
- *Quantity* - quantity of the product;
- *Price* - regular price set for this product;
- *Discount* - discount on the product if it is bought in this combination;
  - *by fixed amount* - the original price will be reduced by a fixed amount;
  - *to fixed amount* - the original price will be reduced to a fixed amount;
  - *by percentage of the original price* - the original price will be reduced by the specified percentage;
  - *to percentage of the original price* - the original price will be reduced to the specified percentage;
- *Value* - value of the discount;
- *Discounted price* - price with the applied discount.



Editing combination - Products

Below are given **Total cost** (total cost without discounts) and **Price for all** (total cost with discounts).

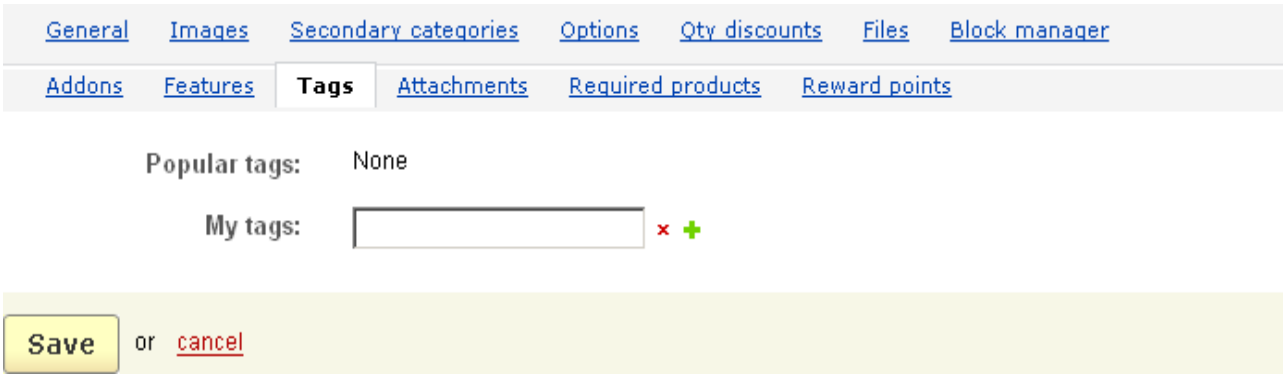
Also you can use the **Share discount** option and grant a discount on the whole combination. If you enter some value (e.g. 50) into this and click on Apply, the discount will be distributed among all the products of the combination depending on their regular price.

Note: if you change any parameter, remember to click on **Recalculate**.

To save the changes, click on the Save button. To cancel the changes, click on cancel.

Use +Add products to add products to the combination and delete to delete the necessary product from the combination.

In the '**Tags**' tab you can set tags for this product. The tags specified here are displayed in the '**Tag cloud**' side box in the storefront.



Tags

- *Popular tags* – tags that have already been added for the product;
- *My tags* – tags that have been added by you;

Also here you can add new tags for the product, just type the necessary value into the input field and click on Save.

For more information about product tags see **Content->Tags**.

The '**Configuration**' tab appears if the '**Configurable**' check box is ticked off in the **Addons** tab and this means that this product is configurable and therefore can consist of some components. The customers have the ability to choose these components in the storefront. Moreover, customers will not select components that are incompatible with each other, when they choose the first component, the following unsuitable variants are disabled.

Here you can select product groups which the product can consist of. The page contains two sections:

- **Add product group**;
- **Product groups**.

In the drop down select box of the '**Add product group**' section you choose products group for the product.

To apply a product group:

- select a product group in the check box;
- click on the Add button to add the group.

The **Product groups** section contains the following columns:

- *Select column*;
- *Position* - ordinal number of the group in the storefront;
- *Step* - which step this product group is assigned to;
- *Group name* - the name of the group;
- *Default configuration products* - products that constitute the product group;
- *Required* - if the check box is enabled then when a customer composes a product in the storefront he/she is required to buy something from this product group.

In this section you can specify the product(s) that will be represented as **Recommended** in the storefront. To do this you need to select the product(s) and click on the Save button.

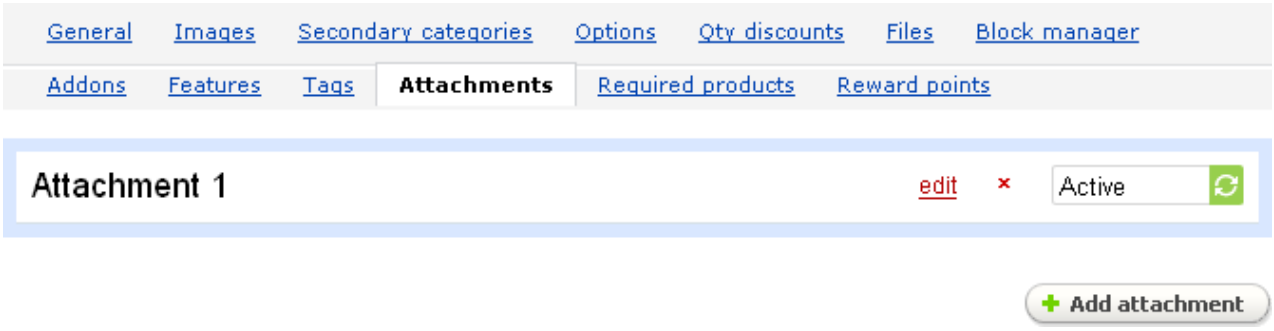
If you make any changes click on Save to save the changes.

To delete a product group:

- tick off the necessary group;
- click on Delete selected.

For more information about configurable products see **Catalog->Product configurator**.

In the '**Attachments**' tab you see a list of the attachments to the product. The name of the attachment and its status (Active or Disabled) are given in the list:



Attachments

To delete an attachment:

- click on × mark of the entry you want to delete

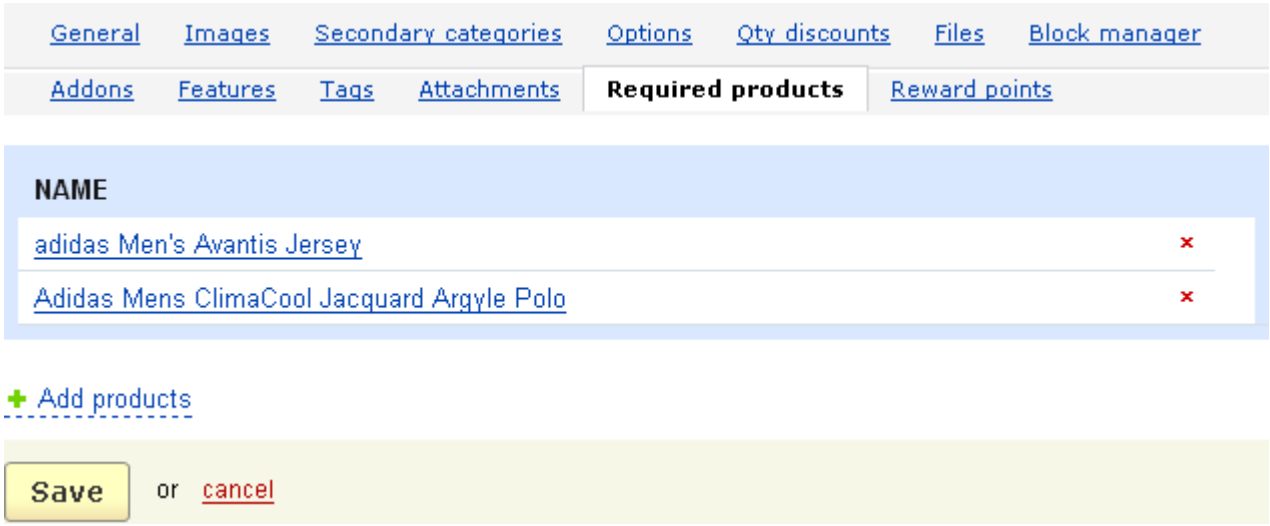
To edit an attachment click on the edit link and you will be able to edit the following parameters:

- *Name* - name of the attachment;
- *Position* - ordinal number;
- *File* - attach files from your local computer, from a server or type the URL to directly link to the file.
- *User groups* - select user groups for which the attachment will be available.

The **Required products** tab

Required products are related products that are necessary to buy in addition to the main one.

To add required products click on the link + Add products, select necessary products in the pop-up section and add them to the list.



Required products

In the '**Reward points**' tab the administrator can specify the price of the product in points and customers can earn for buying the product.

- *Allow payment by points* – tick off to allow a customer to pay for the product by points;
- *Override global PER* – if this option is enabled it means that price in points specified for this particular product overrides global point exchange rate (set up in Reward points settings) and the value defined in the '**Price in points**' field below will be displayed in the storefront;
- *Price in points* – the product price in points.

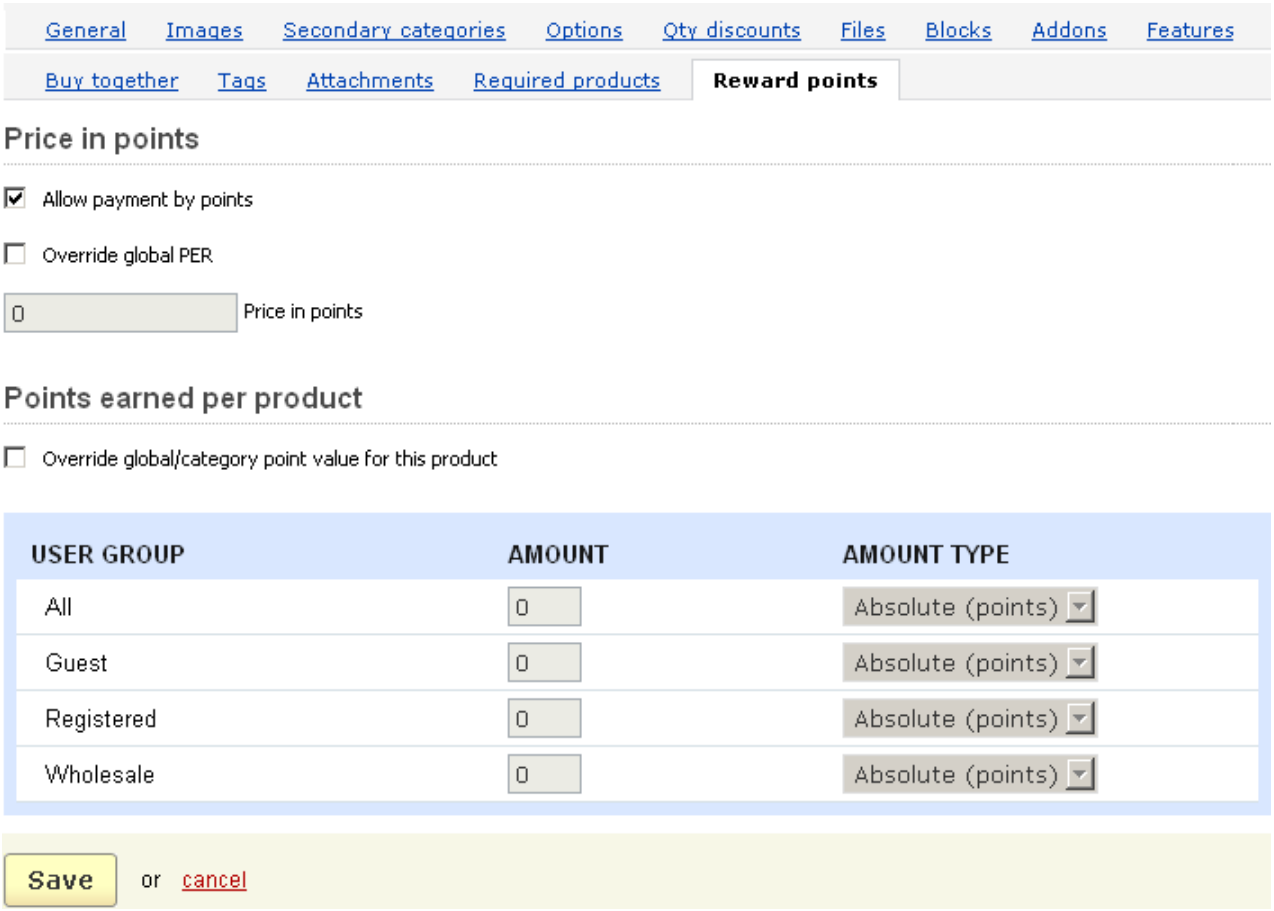
In the '**Points earned per product**' section the administrator defines the number of points customers get for buying this product.

Override global/category point value for this product – if this check box is ticked off the values defined for the user groups below will prevail over those which are specified globally (on the '**Reward points**' page) and for the category (on the category detail page).

- *User group* – list of all user groups in the store and options *Guest* and *Registered* for those who are not signed for any user group;

- *Amount* – number of points you set for the user group;

- *Amount type* - specify whether the set amount will be an absolute value (points) or percentage (%). When *Amount type* is set to *Percent (%)*, the reward points are calculated in the following way: the product price is divided into 100, and the result is multiplied by the number set in the *Amount* field.



Reward points

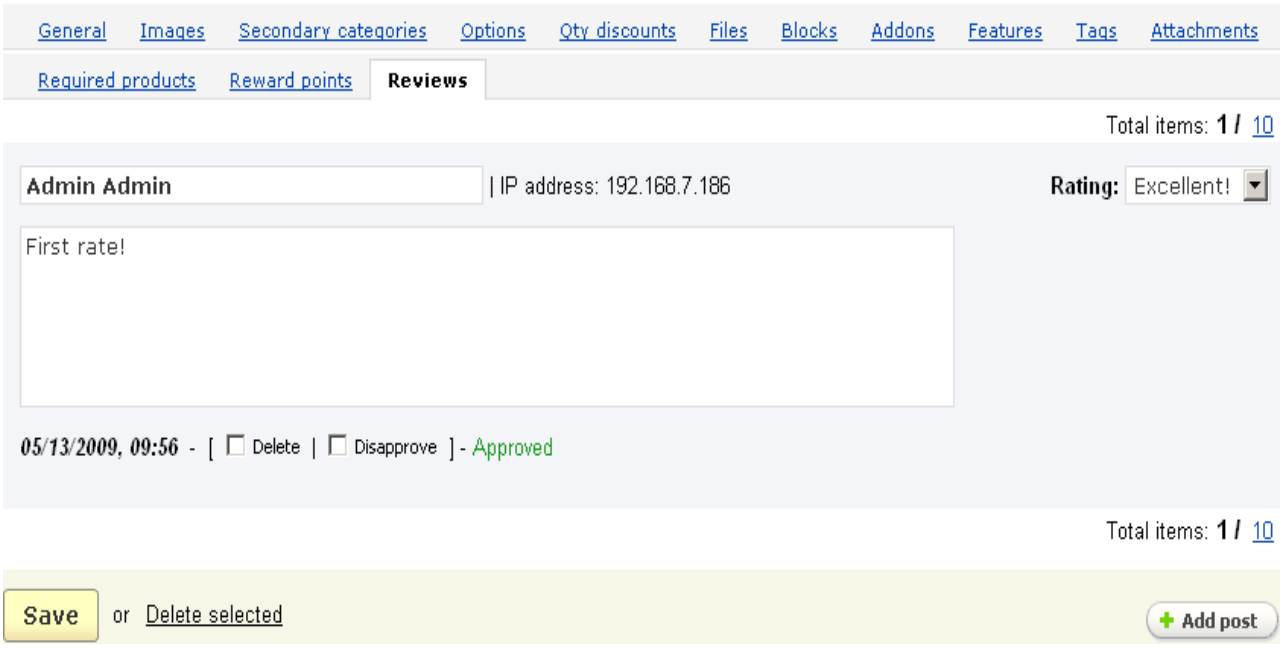
If you make some changes, click on Save to save them to the database.

If the '**Comments and reviews**' option is enabled in the '**Addons**' tab, you can create a post on the product by using the '**Reviews**' tab.

To add a post click on the + Add post button, enter your name, your message, define the rating of the product and click on Add.

If you make any changes click on Save to save them to the database.

If you want to delete a review, put a tick mark in the check box in the top right corner and click on Delete selected.

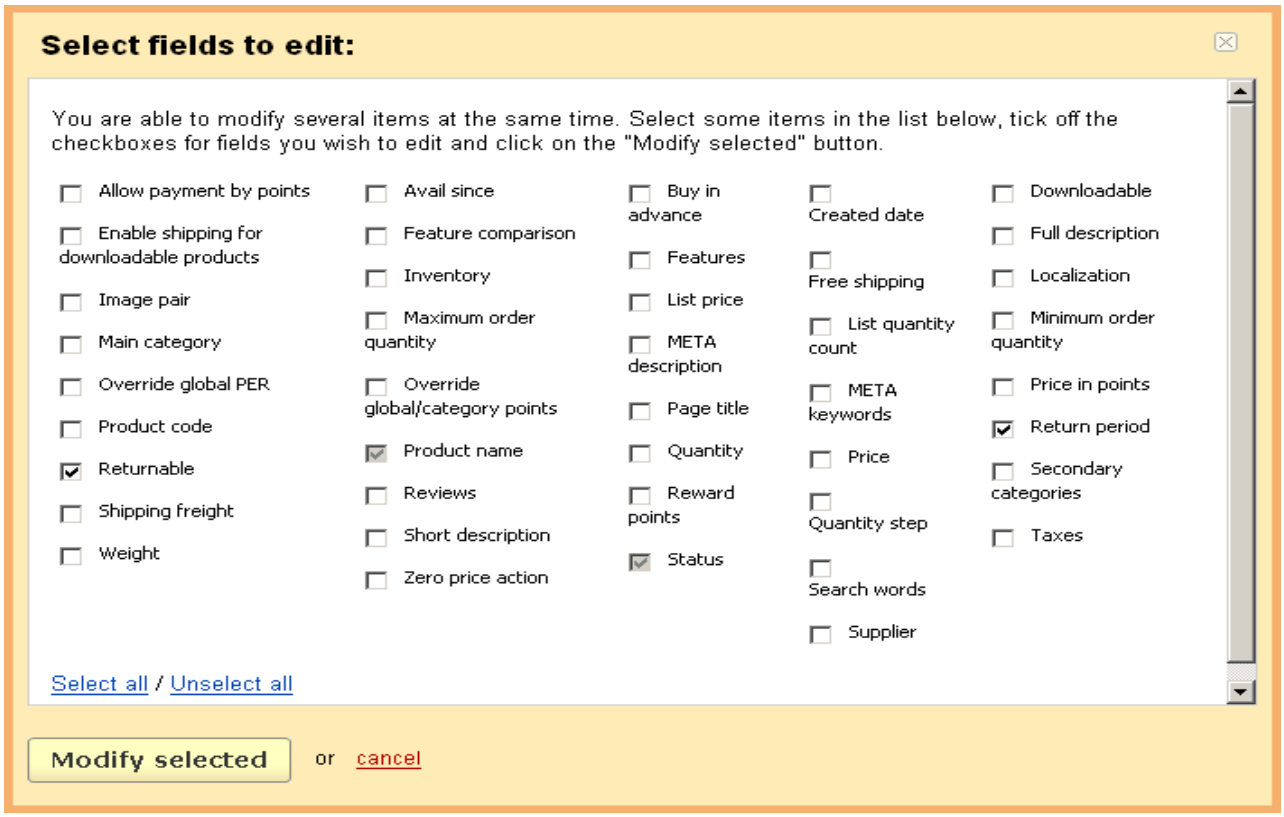


Reviews

To change the parameters of several products:

- place check marks in the Select columns of the products you want to change;
- click on the **Choose action** link and choose **Edit selected**.

This will open the '**Select fields to edit**' section, which is represented as a group of check boxes. This section allows you choose the fields you will change using the '**Update products**' section.



Select fields to edit

To clone a product:

- place a check mark in the check box of the product you want to clone;
- click on the **Choose action** link and choose **Clone selected**.

To add a new product:

- click on the **Add product** button;
- enter the necessary information on the **New product** page.

5.3.2.1 Global update

Also, the **Global update** option is available for products (to open the **Global update** page click on the global update link on the **Products** page). Global update allows you to update some product parameters for several products at once. Namely, you can decrease or increase a price value, list price value, in stock value, price in points value for the selected products as well as regenerate thumbnails.

If a positive value is entered, the current value will be increased. In case of a negative value, the current value will be decreased.

- *Price* – the value on which the current price will be changed (can be a fixed amount ($) or percentage (%));

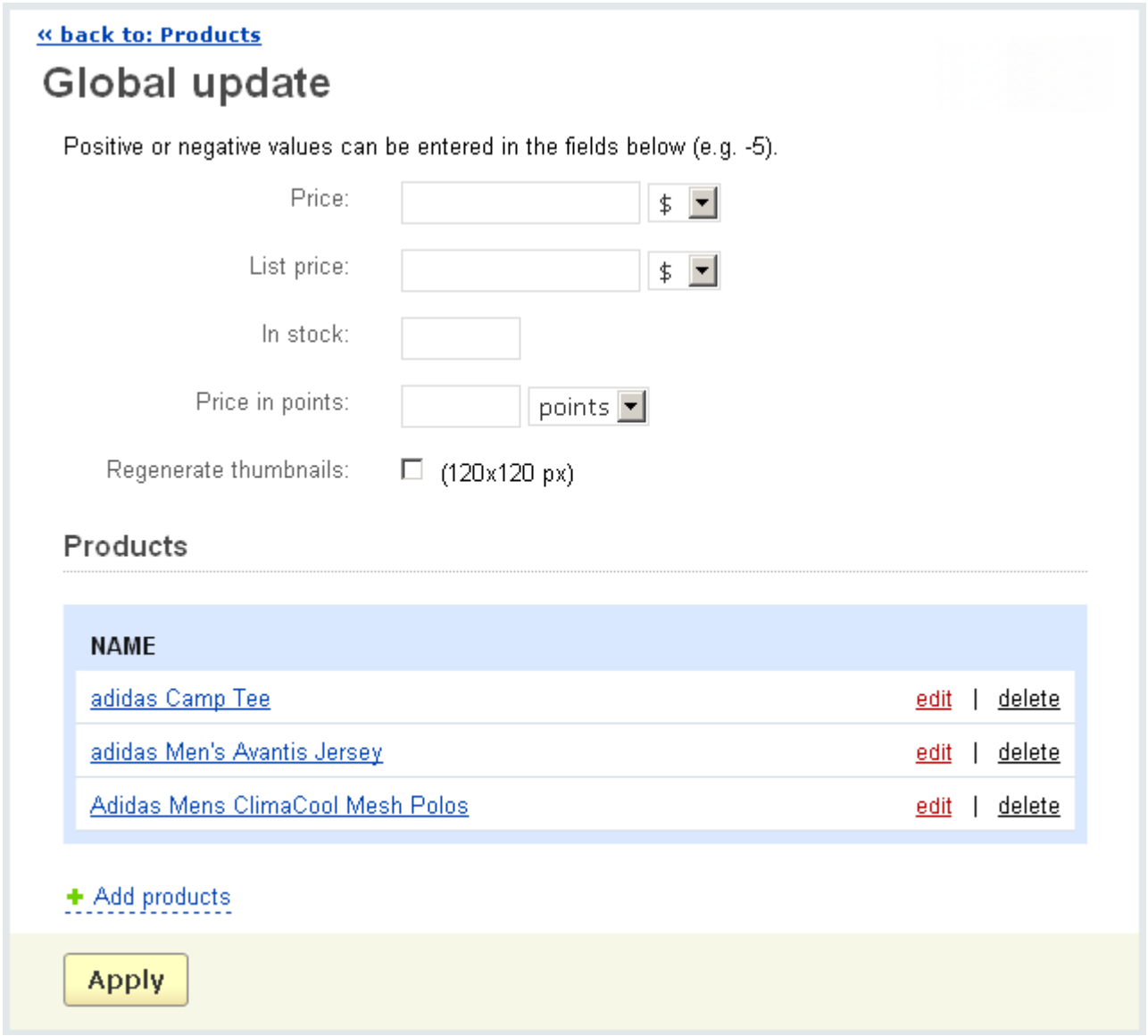
- *List price* – the value on which the current list price will be changed (can be a fixed amount ($) or percentage (%));

- *In stock* – the value on which the current stock value will be changed;

- *Price in points* – the value on which the current price in points will be changed (can be a fixed number of points (points) or percentage (%));

- *Regenerate thumbnails* – tick off to regenerate product thumbnails.

To select products that will be updated, click on the Add products link in the **Products** section and choose the necessary products.

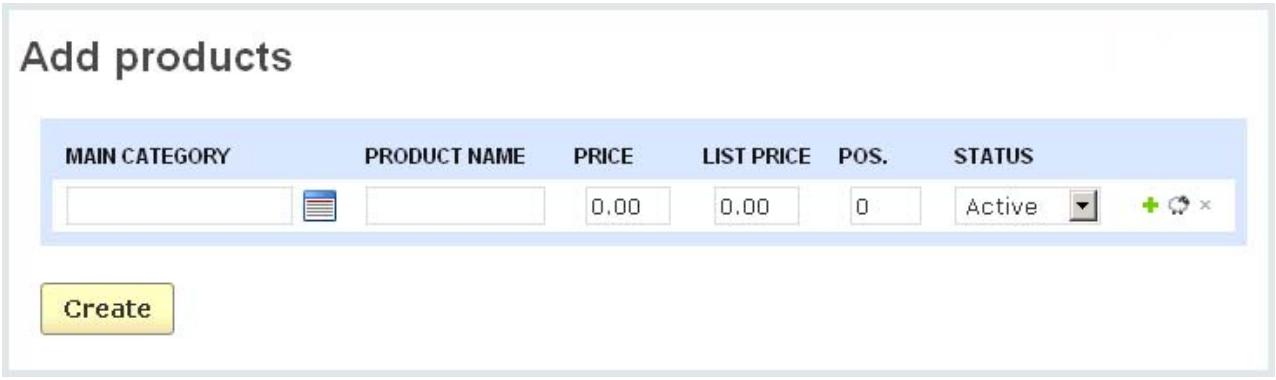


Global update

After the necessary values are entered, click on the Apply button to apply the changes to the selected products.

5.3.2.2 Bulk product addition

This option allows you to add several products at the same time using a single form (to open the Bulk product addition form click on the bulk product addition link on the **Products** pages).



Bulk product addition

To add a new row with empty fields to the section, click on + .

The number of products that can be added with a single operation will depend on the parameters of your server. We do not recommend addition of more than 100 products at a time.

To add a new row with values identical to an existing one ("clone" a product), click on .

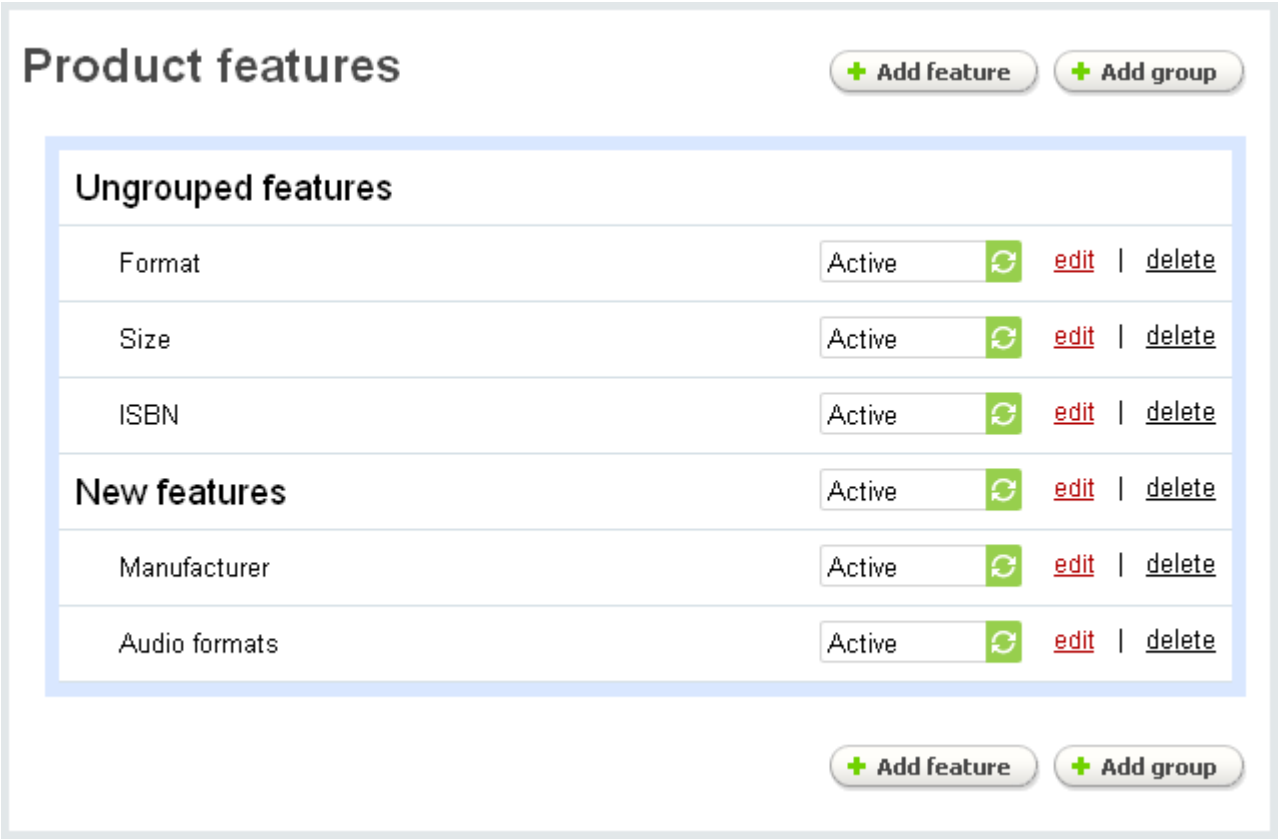
To delete a row, click on × . (You can delete all the rows except the last one.)

After entering the desired information, click on Create to add new products.

5.3.3 Product features

You can add additional non-standard fields to the product information using the '**Product features**' form.

A list of all non-standard product fields is represented on the page. Name and status are given for each product feature. Moreover, features can be grouped for convenience of the administrator, thus the administrator can change the settings for the whole group at once but not for every single feature.



Product features

You can define the number of product features displayed per page in chapter **Administration->Settings->Appearance>Elements per page**.

To delete a product feature or a group:

- click on delete of the entry you want to delete.

To edit a product feature click on the edit link and you will be able to change the following parameters:

- *Name* - name of the feature;
- *Position* - position of the feature in the list (ordinal number);
- *Description* - product feature description. If a description is given in this field, a ? sign is displayed on the product details page in the storefront (in the **Features** tab). If a customer clicks on ?, s/he will see the provided description in a pop-up window;
- *Type* - field type;

You can choose from the following types: '**Check box**' (select box, multiple check boxes), '**Select box**' (select box, number, extended) or '**Others**' (text, number, date).

If you select the extended type, you will be able to define some additional fields for the variants of the feature (image, description, page title, URL, META description, META keywords).

- *Group* - choose whether the feature belongs to some features group or not. If a feature is assigned to a group, the options *Product*, *Catalog pages* can be set only for the whole group but not a separate feature.

- *Product* - tick off to display the feature on a product page;

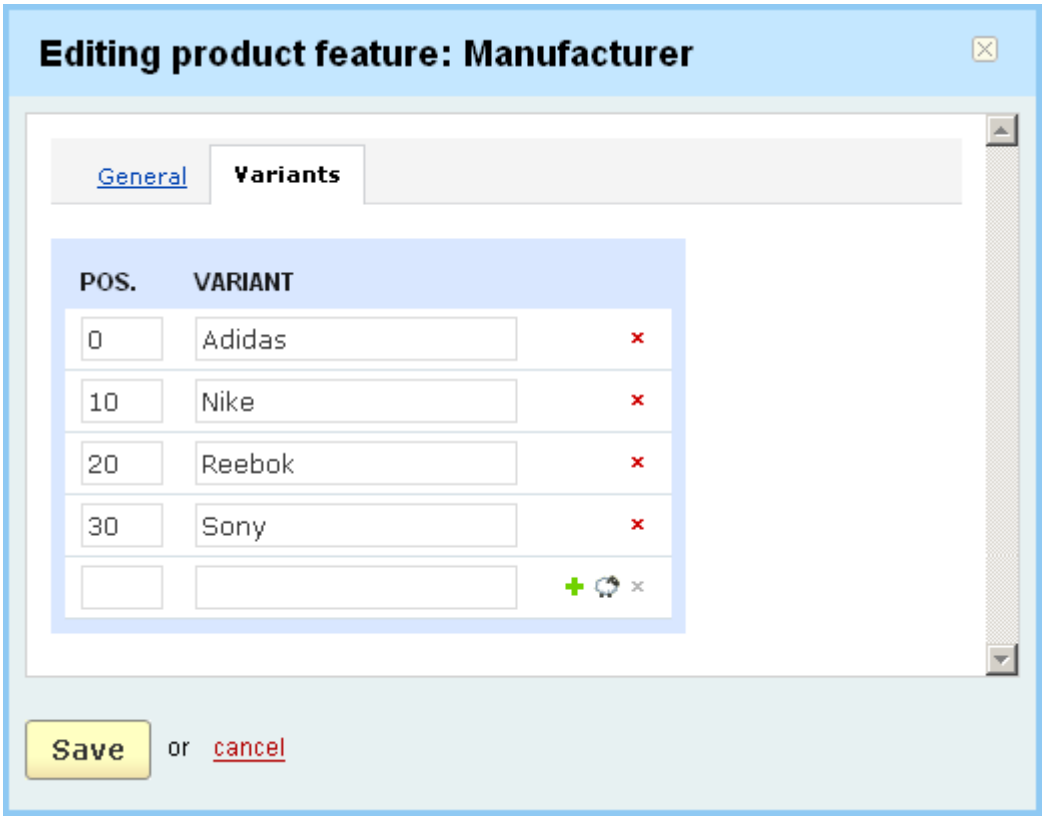
- *Catalog pages* - tick off to display the feature on catalog pages (pages with a list of products);

- *Prefix* - an affix that precedes the feature value;

- *Suffix* - an affix that follows the feature value;

If you make any changes click on the Save button to save the changes to the database.

The alternative values of the additional fields can be changed in the tab '**Variants**'. If you edit the existing variants, remember to click on the Save button to save the changes.



Editing product feature

To add a new variant, click on + .

To add a new variant with values identical to an existing feature ("clone" a product feature), click on .

To delete an entry, click on × . (You can delete all the rows except the last one.)

When editing a feature the tab '**Categories**' is displayed only if it doesn't belong to any group. In the tab you can set the categories (namely products of these categories) for which this feature can be defined. If the product feature belongs to some group, then such categories are specified when editing the group.

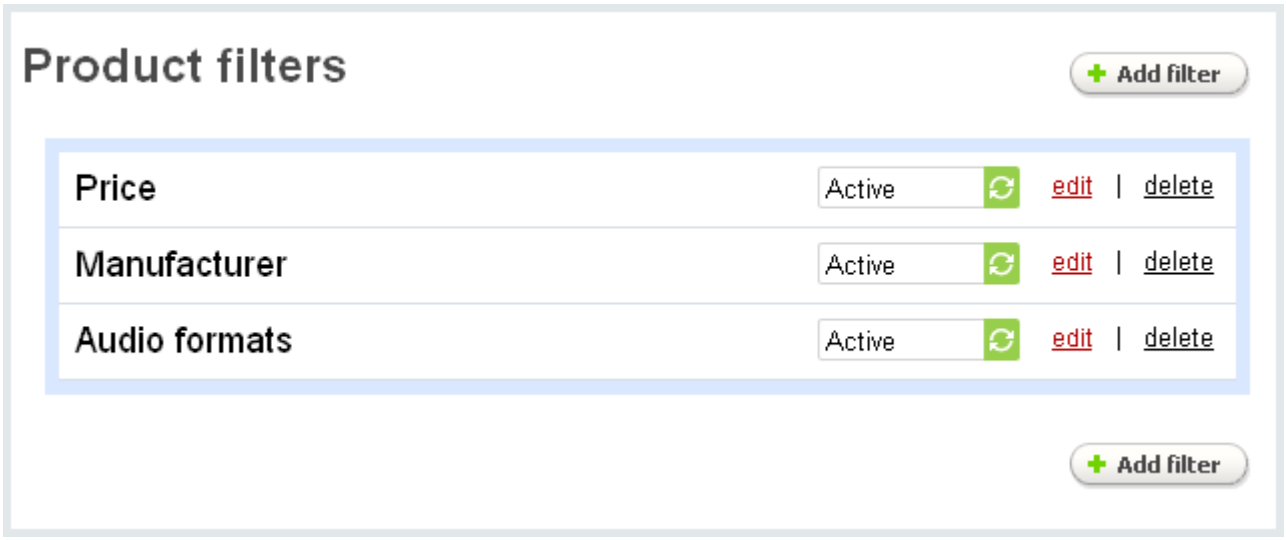
To add a new feature click on the + Add feature button, fill in the form in the pop-up section and click on Create.

To add a new group click on the + Add group button, fill in the form in the pop-up section and click on Create.

5.3.4 Product filters

The **Product filters** feature lets customers quickly find products with the exact attributes they are seeking, as they can simply filter out the product features they don't want. You can add as many filters as you like but, independent of their number, filters will efficiently work together. For example, when a customer chooses some specific value (e.g. price range from $50 to $100), the other filters will display the products of that selected value only. Moreover, you can choose on which category pages and what filters should be shown.

If you want **Product filters** to be displayed in the storefront, it is necessary that a block with the content *Product filters* is defined on the **Blocks** page **(Design->Blocks)**.



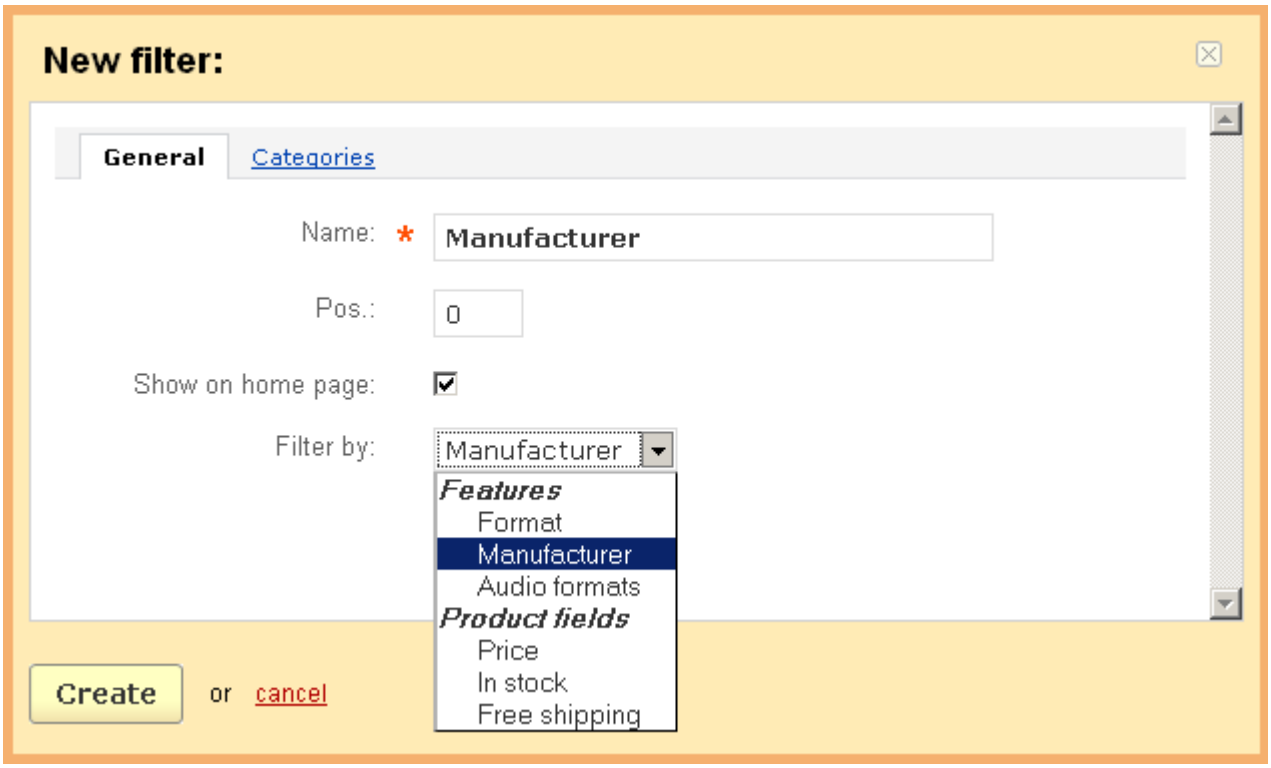
Product filters

On the page is given a list of all product filters defined in the store. Names of product filters and their statuses (Active or Disabled) are given in the list.

To delete a filter click on delete of the entry you want to delete.

To edit the filter click on the edit link.

To add a filter click on the Add filter button. In the appeared '**Add new filter**' pop-up section you will see two tabs: **General** and **Categories**.



Add new filter

In the tab **General** you can define the following parameters:

- *Name* – name of the filter;
- *Position* – ordinal number;
- *Show on home page* - tick off to display this filter on the home page;
- *Filter by* – entity by which products are filtered. Here you select among **Product fields** (price, in stock, free shipping) and **Product features** of select box and multiple check box types defined in the store.

In the tab **Categories** you define categories for which the filter will be displayed in the storefront. Add necessary categories by following the + Add categories link.

If the filter presupposes the existence of some value intervals, the tab **Ranges** is displayed. In the tab you define ranges of the filter:

- *Position* - ordinal number;
- *Name* – name of the range that is displayed in the storefront;
- *From - To* – the range itself (e.g. 0 - 50 for the price filter)

This form supports bulk addition.

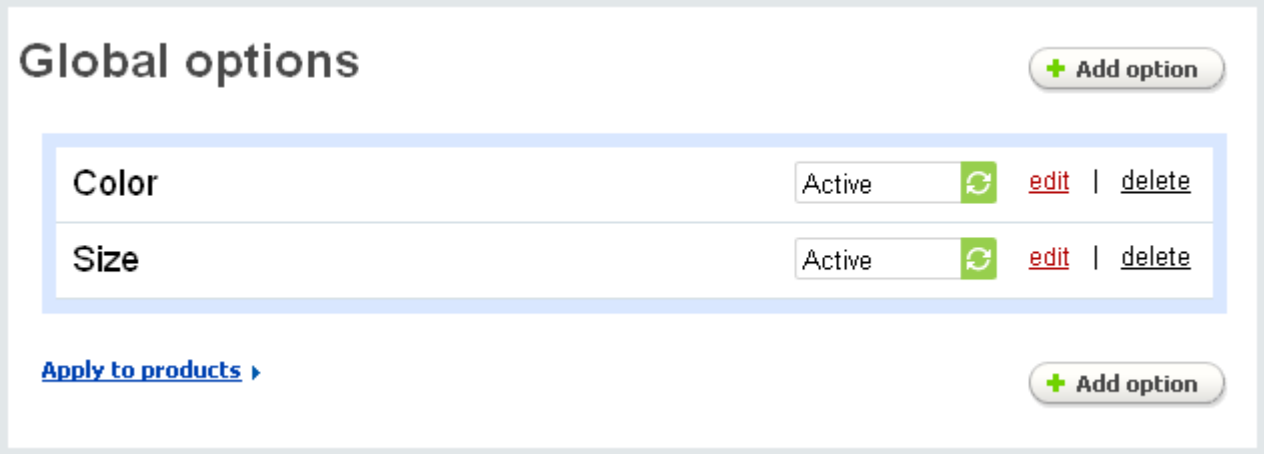
To add a new row with empty fields to the section, click on + .

To add a new row with values identical to an existing one ("clone" row) click on .

To delete a row, click on . (You can delete all the rows except the last one.)

5.3.5 Global options

If some products of your store have the same set of options, you have the ability to set up global product options on this page. Then you can easily copy a global option to some products.



Global options

A list of global options is given on the '**Global options**' page. The name and status (Active or Disabled) are specified for each global option.

To delete a global option:

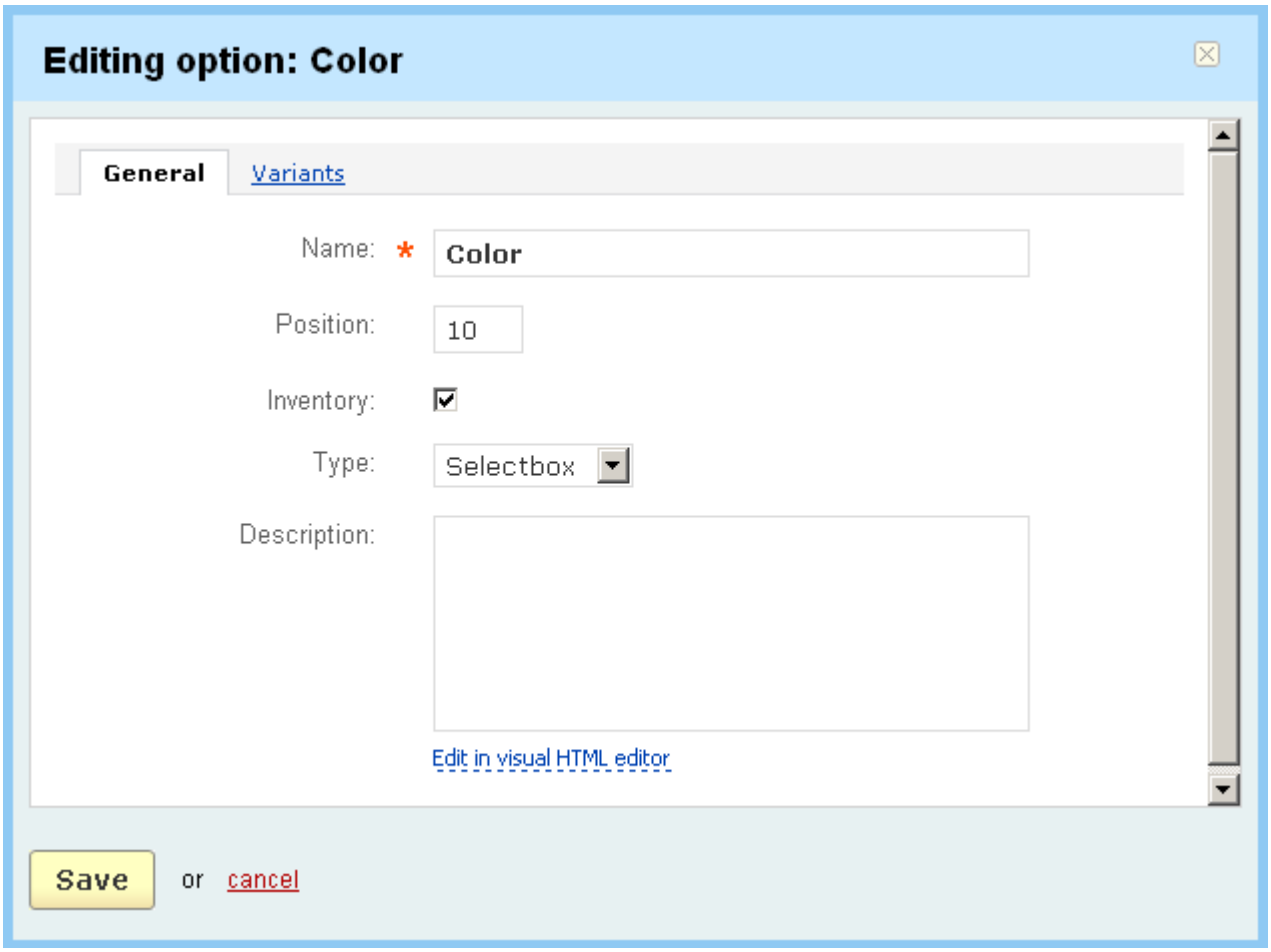
- click on delete of the entry you want to delete.

To add a global option use the Add option button.

To edit a global option click on the edit link and you will be able to change the following parameters:

- *Name* - name of the global option;
- *Position* - position in the list of options (ordinal number);
- *Inventory* - if enabled the option is taken into account when forming the product inventory and it is displayed on the **Inventory** page of the product;
- *Type* - a view of this option in the storefront (select box, radio group, check box, text input field, text area);

- *Description* - description of an option that is available in the storefront. (?) will be displayed next to the option, by clicking on it customers will see the specified description.



Editing option

In the '**Variants**' tab you can edit variants of global options:

- *Position* - ordinal number of the variant;

- *Variant name* - name of the option variant (e.g. option 'size' may have such variants as small, medium, large, X large, etc.) Note that a variant name consisting of more than 20 characters may change the website display in some cases;

- *Modifier/Type* - positive or negative value that affects the product price if the option variant is selected/absolute ($) or percent (%) type of modifier;

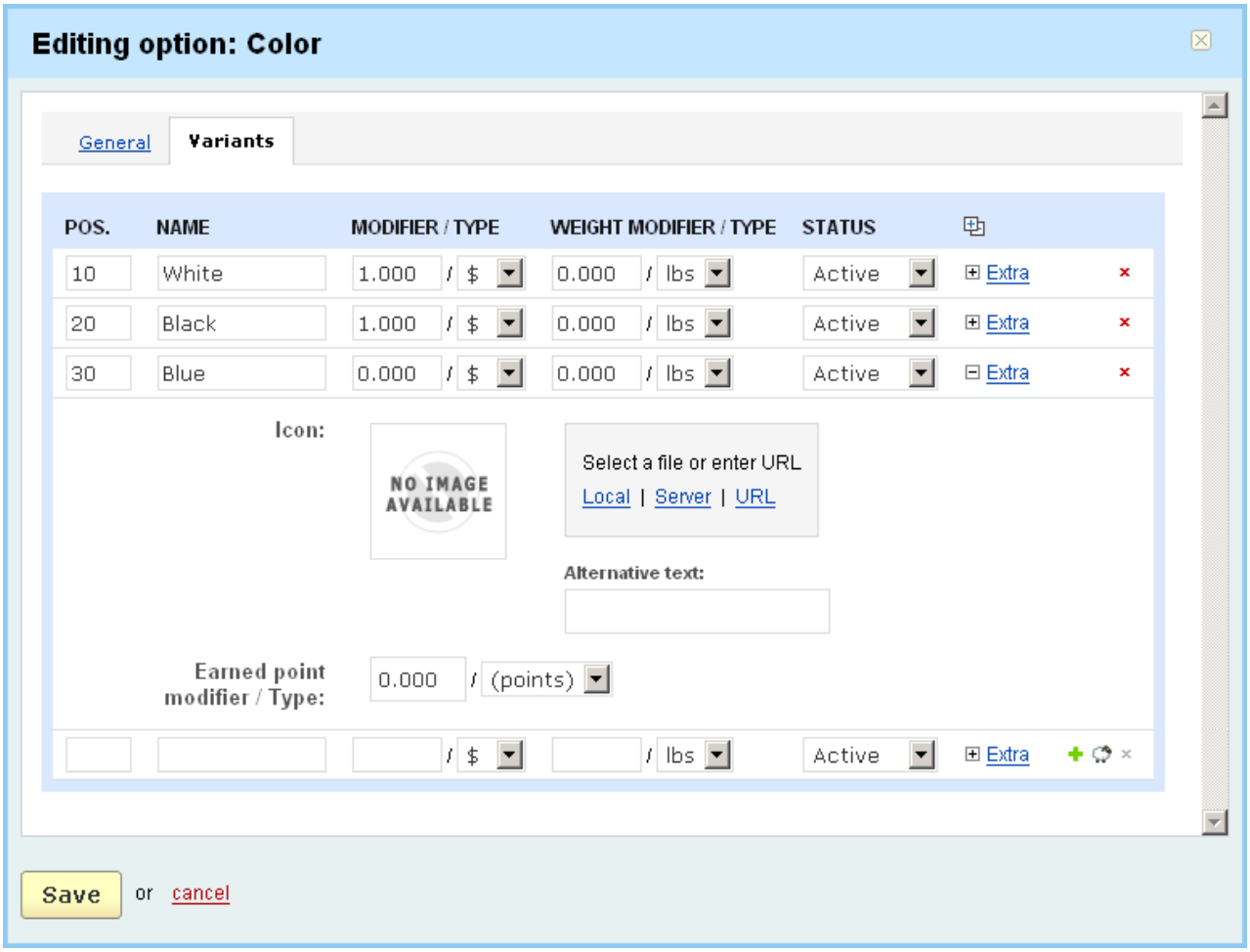
- *Weight modifier/Type* - positive or negative value that affects the product weight if the option variant is selected/absolute (lbs) or percent (%) type of modifier;

- *Status* - status of the option (Active or Disabled).

Click on the Extra link to display additional parameters:

- *Icon* - icon of the option. You can download the icon from a local computer, a server or type a direct link to the image. Here you can also define an alternative text for the icon;

- *Earned point modifier/Type* - positive or negative value that affects the number of points earned for the product if the option variant is selected/absolute(points) or percent(%) type of modifier (this option is available only if the **Reward points** addon is enabled in **Administration->Addons**).



Size

If you edit the value of some fields, click on Save to save the changes.

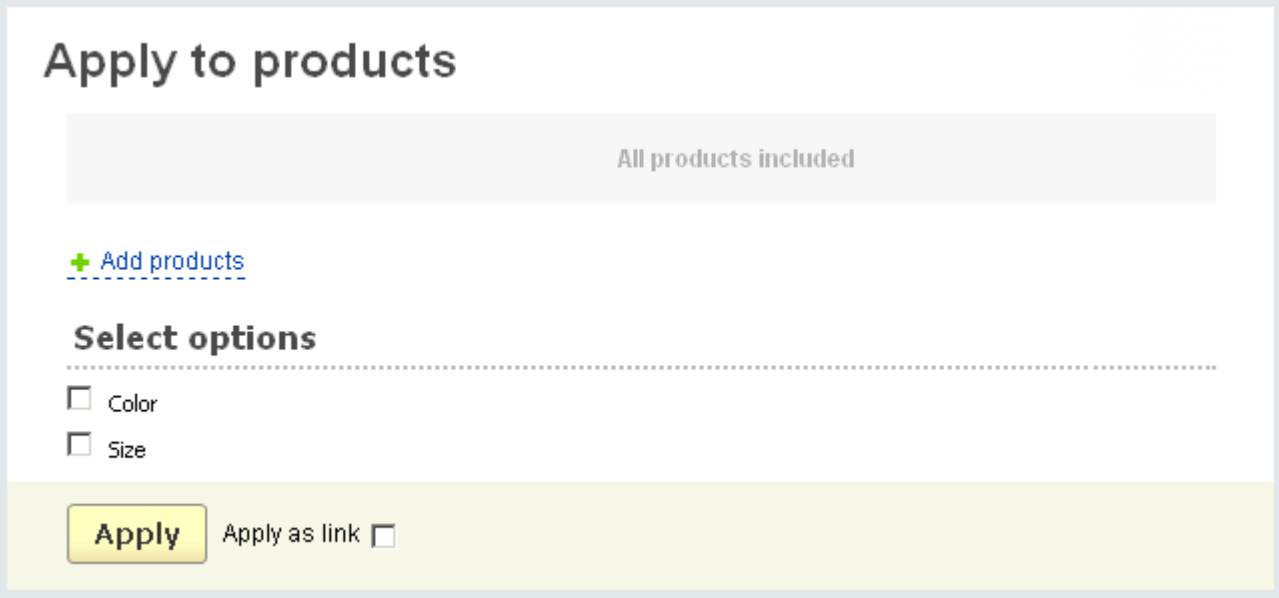
To add a new row with empty fields to the section, click on + .

To add a new row with identical values to an existing one ("clone" section), click on .

To delete a row, click on × . (You can delete all the rows except the last one.)

Global product options can be applied to products in two ways:

1. By using global options application form;



Global options application form

To choose the products to which the option should be applied click on the Apply to products link.

The form with the following sections is open:

- **a list of products**;
- **Select options** - choose a necessary option.

First you define products to which global options will be applied. Follow the Add products link and select products in the pop-up section. In this section products can be searched for by several parameters. More information about the search parameters can be found in the chapter **Products**.

To select global option(s) which should be applied to product(s) use the '**Select options**' section.

To apply the selected global options to the products, click on the Apply link.

The options will be copied to the '**Product options**' sections of the products. If needed you could edit the copied options of some products. If you want the added product options to reflect the changes made for global product ones, you will need to add them as a link. To do this tick off the '*Apply as link*' check box before the applying process. You won't be able to edit the linked product options on the '**Editing products**' pages then.

2. In the '**Product options**' tab on the '**Editing product**' page.

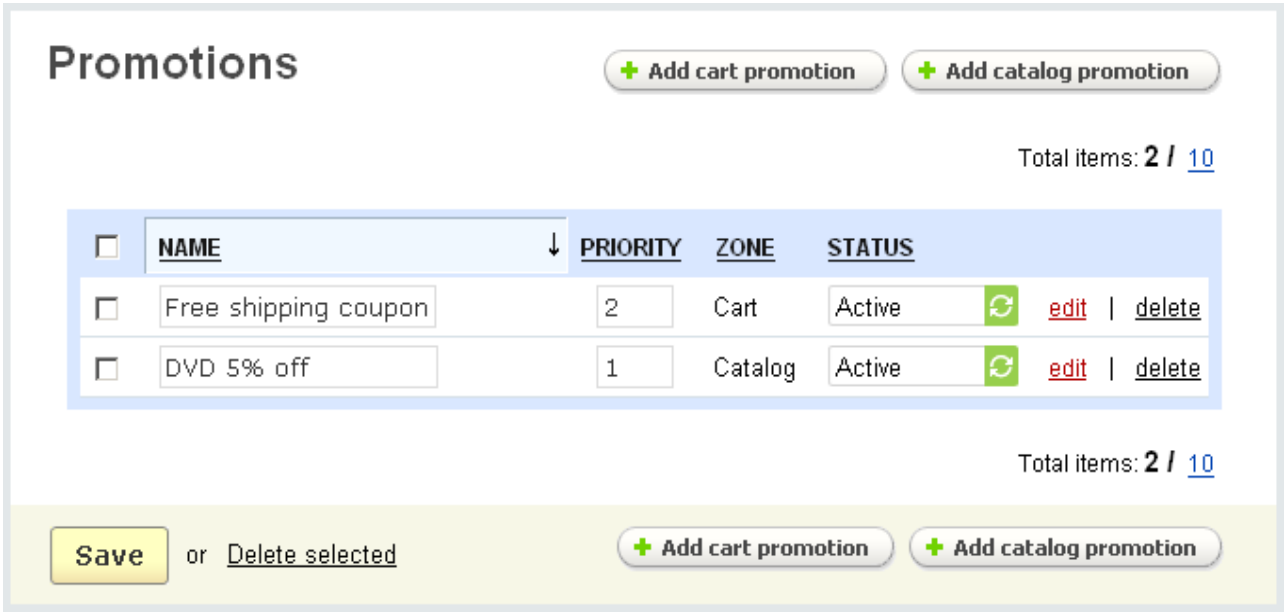
Click on the '**Add global options**' button in the tab, select a global option in the '*Global options*' select box in the pop-up section and click on Apply to add the global option with all its variants to the list of the product options.

If you wish the global option to be added as a link (once added the option will reflect the changes that can be made for the global option, but you cannot edit it and its variants), tick off the '*Apply as link*' check box and click on Apply.

5.3.6 Promotions

Promotions is one more promotion tool which allows to offer various privileges for your customers. On the page you define certain conditions and if customers meet them they get special reward which is also defined by you.

Promotions can be of two types: **Cart promotions** and **Catalog promotions**. Cart promotions are different product discounts, while Catalog promotions allow to define not only discounts on products and orders, but also grant coupons, free shipping and free products.



Manage promotions

The page contains a complete list of promotions of your store. The following information is given for each item of the list:

- *Select column* - here you can select the necessary promotion;

- *Name* - name of the promotion;

- *Priority* - specify the order in which promotions will be applied by assigning ordinal numbers to them: 1, 2, 3, etc. (if the same priority is set for two promotions, they are applied in the order they are selected from the database);

- *Zone* - field of application (whether it is a cart promotion or a catalog promotion);

- *Status* - status of the promotion (Active - promotion is available for customers, Disabled - promotion is not available for customers; Hidden - promotion is not shown in the storefront).

If you make any changes click on the Save button to save the changes in the database.

To delete a promotion:

- click on the delete link of the promotion.

To delete several promotions at a time:

- tick off check boxes opposite the entries you want to delete;

- click on Delete selected.

To edit a promotion click on the edit link of the necessary promotion. The **Editing promotion** page will open. It contains three tabs **General, Conditions, Bonuses**.

In the tab **General** you can edit the following parameters:

- *Name* – name of the promotion;

- *Detailed description* – description of the promotion that is displayed for customers in the storefront (if the detailed description is not given, a short description is used instead);

- *Short description* – description that is displayed on the order info page (the **My account** side box->Orders->Order info);

These fields also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

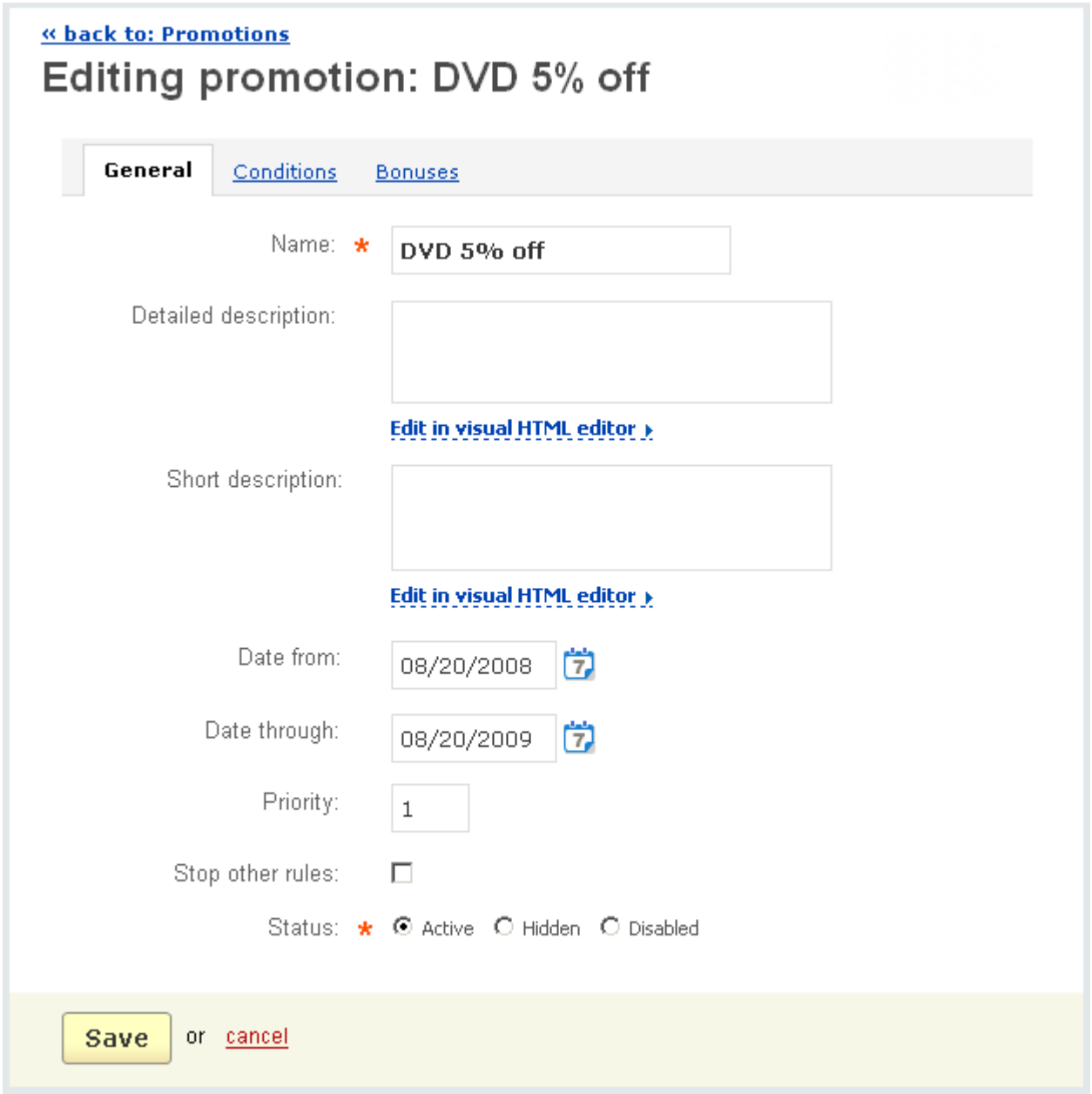
- *Date from* – date starting from which the promotion is available;

- *Date through* – starting from this data the promotion is not available;

- *Priority* – order of application of the promotions (if the same priority is set for two promotions, they are applied in the order they are selected from the database);

- *Stop other rules* – tick off to stop other promotions (if any) from being applied;

- *Status* – status of the promotion (Active, Hidden or Disabled).



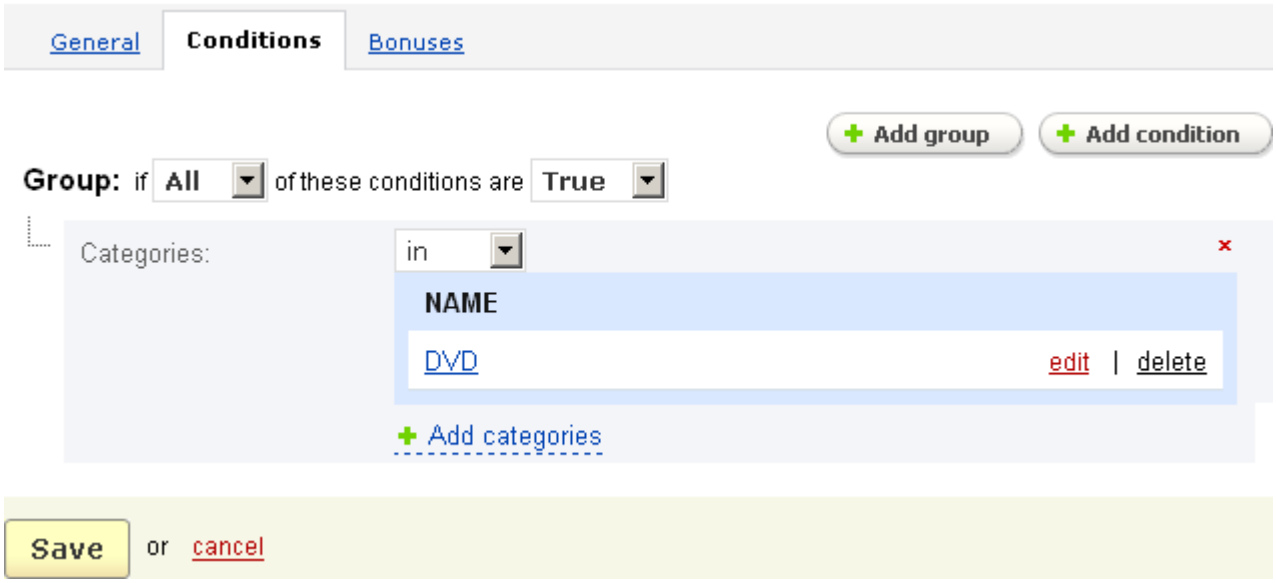
Editing promotion

In the tab **Conditions** you define conditions that have to be met to get bonuses. You are able to set whether all conditions are to be met or any of them. And the ability to add not only conditions but also groups of conditions greatly improves the flexibility of the promotion system.

Moreover, the software allows to set conditions that do not have to be met to get a bonus. So here you create the formula according to which the promotion will be

applied. If customers meet the conditions, they will enjoy all the existing privileges (i.e. all available bonuses will be applied).

NOTE: Cart and catalog promotions have different options in the **Conditions** and **Bonuses** tabs.



Promotion conditions

To add a new condition click on the Add condition button, select from the conditions given in the list, set its value and click on the Save button.

Conditions for catalog promotions can be set in relation to product prices, categories, products, users, product features and user groups.

- *Product price* – choose whether the product price has to be equal/not equal to, less than or equal to, greater than or equal to, less than, greater than the amount specified by you;

- *Categories* – specify categories products of which have to be bought or on the contrary don't have to be bought to get a promotion;

- *Products* – specify products that have to be bought or don't have to be bought to get a promotion;

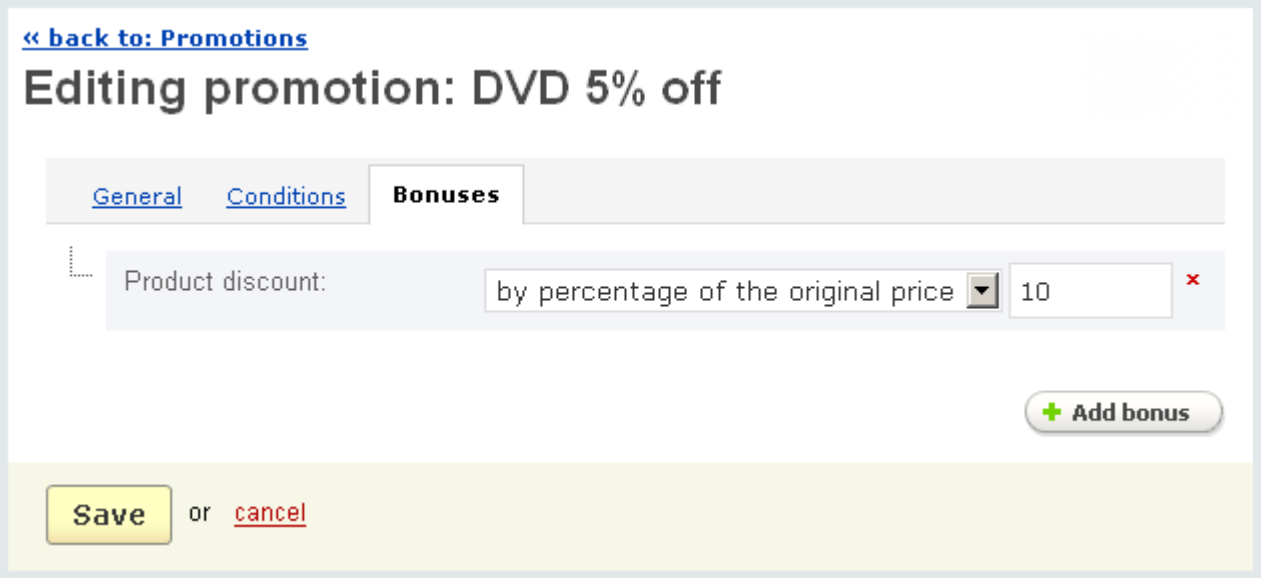
- *Users* – specify users who can get the bonus;

- *Product feature* - specify product features;

- *User group* – specify user groups that can get the bonus;

- *Points on user account* - specify the number of points on a user account.

Each condition can be deleted by clicking on × mark.



Bonuses

In the **Bonuses** tab you define bonuses that will be applied.

The only bonus that can be set for a catalog promotion is a discount on a product. This discount can be set in 4 different ways and the price of the product can be reduced:

- *to some percentage of the original price*;
- *by some percentage of the original price*;
- *to some fixed amount*;
- *by some fixed amount*.

Conditions for cart promotions can be set in relation to:

- *Product price* – choose whether the product price has to be equal/not equal to, less than or equal to, greater than or equal to, less than, greater than the amount specified by you;
- *Categories* – specify categories products of which have to be bought or on the contrary don't have to be bought to get a promotion;
- *Products* – specify products that have to be bought or don't have to be bought to get a promotion;
- *Users* – specify users who can get the bonus;
- *Product feature* - specify a product feature;
- *User group* – specify user groups for which the bonus is available;

- *Customer country* – specify the country the customer have to or don't have to be from;

- *Customer state* – specify customer state code;

- *Customer zip/postal code* – specify the zip/postal code of a customer;

- *Order total* – specify order total;

- *Total products in the cart* – specify what number of products has to be in the cart;

- *Total products weight in the cart* – specify the total weight of products in the cart;

- *Payment method* – specify the payment method that has to or doesn't have to be used;

- *Coupon code* - specify a complete coupon code;

- *Number of usages* - specify number of times for coupon use by a certain customer;

- *Once per user* - select if a coupon is to be used only once by a certain user;

- *Automatically generated coupon codes* - you can adjust the system in the way it will automatically generate a coupon code and send it to a customer. To do this you need to:

1) create cart promotion **A**, set the condition *Automatically generated coupon codes* for it and define any bonuses you like.

2) create cart promotion **B** with any conditions; set for it the bonus *Give coupon*, where you select promotion **A**.

So if a customer gets promotion **B**, then a coupon code is automatically generated for promotion **A** and sent to the customer. Later on the customer will be able to use promotion **A** by applying this coupon.

- *Points on user account* - specify the number of points on a user account.

Bonuses for cart promotions can be the following:

- *Order discount* – give a discount on the order;

- *Discount on products* – give a discount on the chosen products;

- *Discount on all products in categories* – give a discount on all products of the chosen categories;

- *Give user group* – grant a user group to the customer;

- *Give coupon* – grant a coupon to the customer;

- *Free shipping* – grant a free shipping;

- *Free products* – give free products;

- *Gift certificate* - give a gift certificate;

- *Give points* - add points on a user account.

If you change anything click on

to save the changes to the database.

If you do not want to save the changes click on cancel.

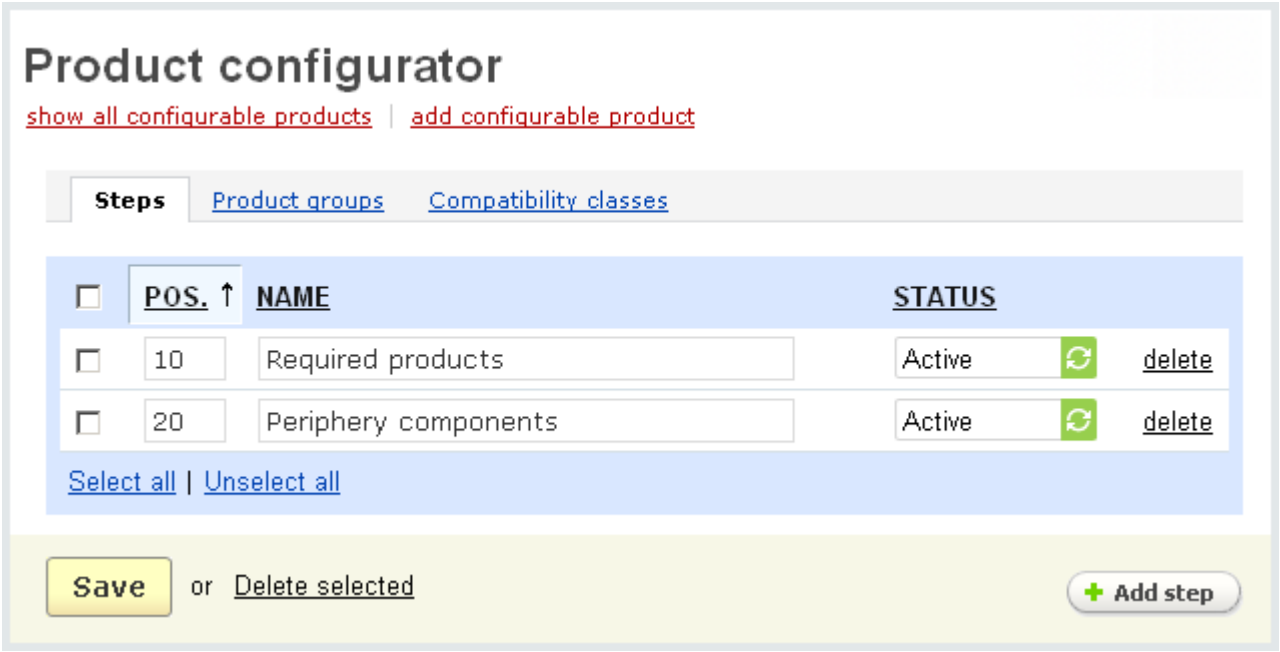
5.3.7 Configurator

Configurator is a module that allows you to create and sell compound products or systems that can consist of many interchangeable or optional components (like computer systems, home cinemas, etc). It is also intended for creating sets of products (for example, suits, accessories sets, etc). The customer can define by himself/herself what components the "complex" product should consist of. The feature ensures that the product will be in working condition when assembled: it enables you to define specifications and requirements for each component, to avoid incompatibility between the components within one configurable product (for example, AMD motherboard is compatible with Athlon processors but incompatible with Intel Pentium).

The **Configurator** link is displayed among the Catalog administration sections only if the **Product configurator** is enabled in **Administration->Addons**.

The page contains three tabs:

- **Steps**;
- **Product groups**;
- **Compatibility classes**.



Product configurator/Steps

The '**Steps**' tab is intended for defining stages necessary to configure the product. The stages are represented as tabs in the front-end.

The '**Steps**' tab is represented as a table with the following columns:

- *Select column* - here you can select the necessary step;
- *Position* - ordinal number of the step;
- *Name* - name of the step;
- *Status* - status of the step (Active or Disabled).

For example, if you want to buy a computer the following sections: 'R*equired products*' and '*Periphery components*' can be specified.

If you make any changes (for example, change the name of the step or position) click on

.

To delete a step from the list:

- click on the delete link of the step.

To delete several steps at a time:

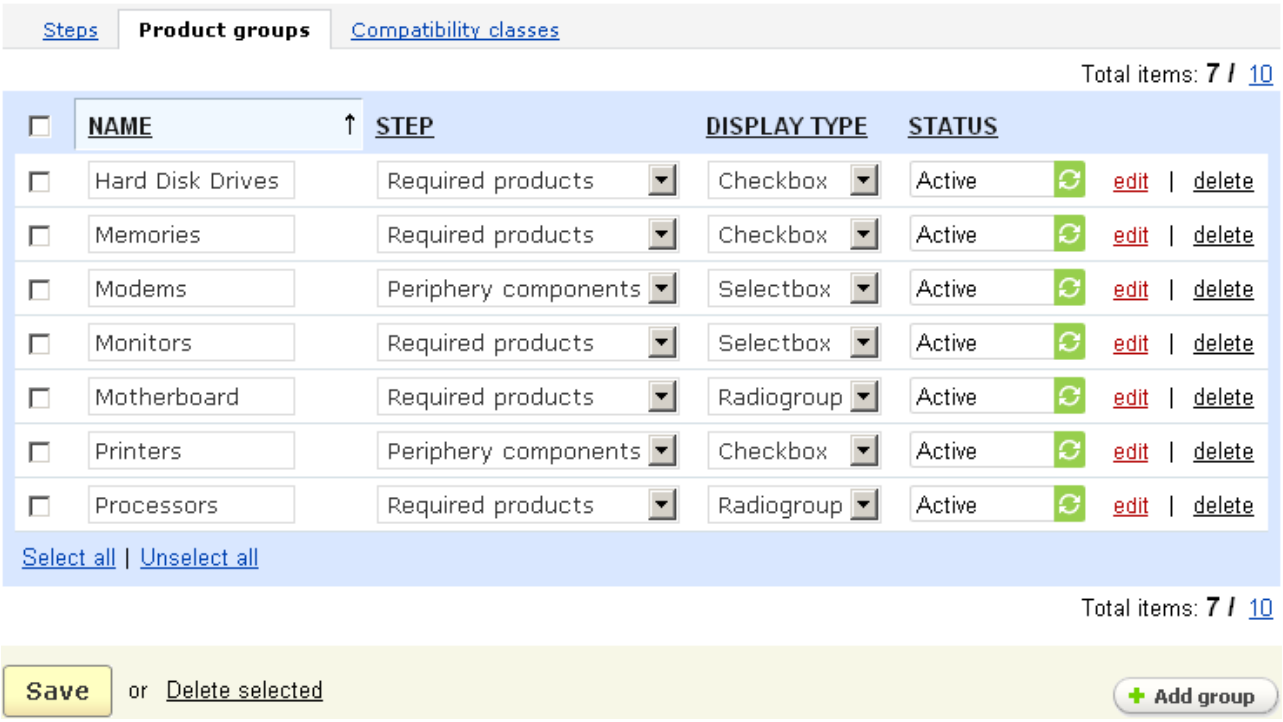
- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

To add a new step use the

button.

The '**Product groups**' tab consists of the following columns:

- *Select column* - select the necessary product group;
- *Name* - name of the group;
- *Step* - the step to which the group is assigned;
- *Display type* - select whether the group will be displayed as a check box, select box, radio group;
- *Status* - status of the product group (Active - available in the storefront, Disabled - unavailable in the storefront).



Product groups

If you make any changes (for example, change the name of a group or disable/ enable a group) click on Save.

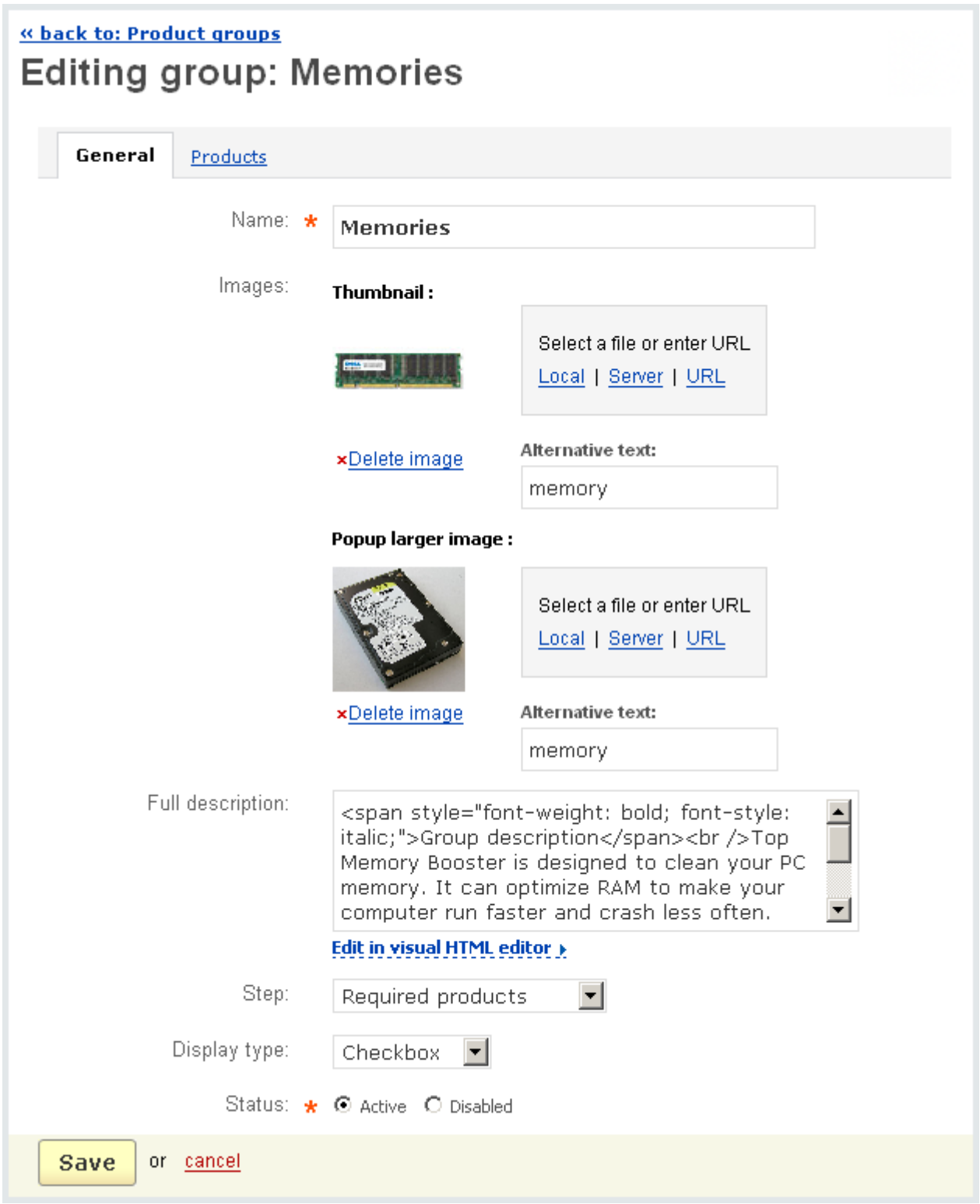
To delete a group from the list:

- tick off the check box opposite the entry you want to delete;
- click on Delete selected.

To add a new group use the Add button.

Groups are components constituting the product. For a computer it can be monitors, motherboards, memories, printers, etc. Each group can be related to a certain step. For instance, printer is an optional product and is related to the '***Periphery components***' step, while motherboard is one of the most important computer components, so it is related to the '***Required products***' step.

If you click on the edit link, you are redirected to the '**Editing group**' page.



Editing group

The page contains two tabs:

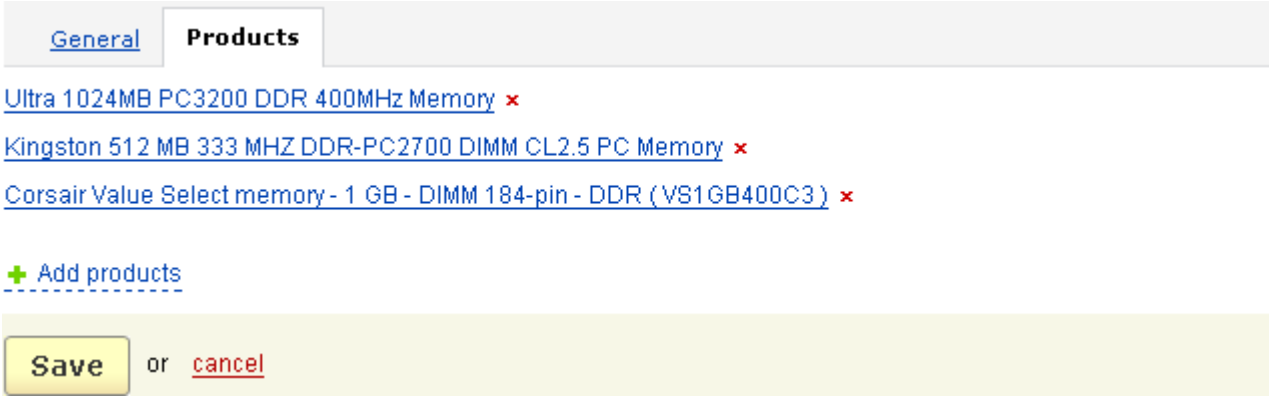
- **General**;
- **Products**.

In the '**General**' tab you see the fields:

- *Name* - name of the group;
- *Images* - thumbnail image and popup larger image of the group;
- *Full description* - description of the group;
- *Step* - step to which the group is related;
- *Display type* - select whether the group will be represented as a check box, select box, radio group;
- *Status* - status of the group (Active or Disabled).

If you make any changes click on Save to save them in the database.

The other section '**Products**' is represented as a list of products assigned to the group.


General
Products
Ultra 1024MB PC3200 DDR 400MHz Memory
Kingston 512 MB 333 MHZ DDR-PC2700 DIMM CL2.5 PC Memory
Corsair Value Select memory - 1 GB - DIMM 184-pin - DDR (VS1GB400C3)
Add products
Save
or
cancel

Editing group

The '**Compatibility classes**' tab is represented as a table consisting of the following columns:

- *Select column* - select the necessary class;
- *Name* - name of the class;
- *Group* - the group to which the class is assigned;
- *Status* - status of the class (Active or Disabled).

Steps
Product groups
Compatibility classes
NAME
GROUP
STATUS
AMD MB (1,2,3,4,5) Motherboard Active edit | delete
AMD Processors (1,2,3,4,5) Processors Active edit | delete
HDD IDE (6,7,8,9,10) Hard Disk Drives Disabled edit | delete
HDD SATA (1,2,3,4,5) Hard Disk Drives Disabled edit | delete
Hynix Memories (6,7,8,9,10) Memories Disabled edit | delete
Intel MB (6,7,8,9,10) Motherboard Active edit | delete
Intel Memories (1,2,3,4,5) Memories Disabled edit | delete
Intel Processors (6,7,8,9,10) Processors Active edit | delete
Select all | Unselect all
Save
or Delete selected
Add product class

Compatibility classes

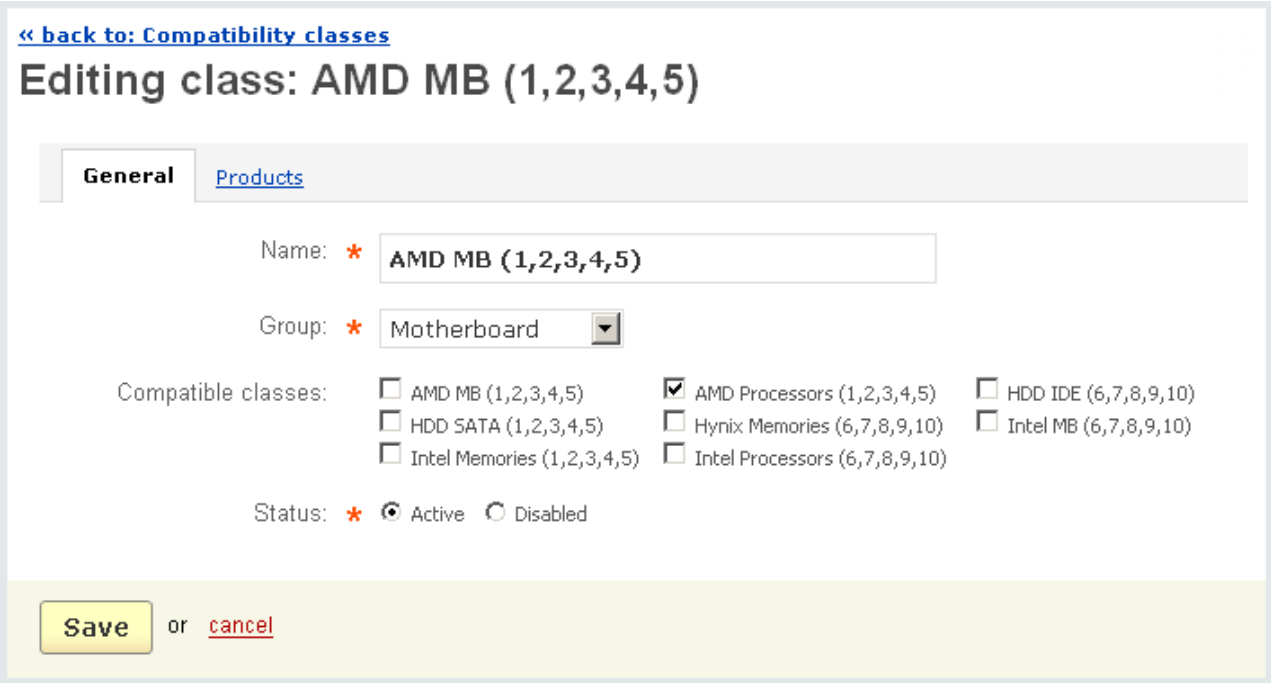
If you make any changes (for example, change the name of a class or disable/ enable a class) click on Save.

To delete a class from the list:

- tick off the check box opposite the entry you want to delete;
- click on Delete selected.

In the '**Compatibility classes**' tab you define the compatibility of product components.

Click on the edit link and you are redirected to the '**Editing class**' page with two tabs **General** and **Products**.



Editing class

In the **General** tab given the following information:

- *Name* - name of the class;

- *Group* - to which group this class belongs;

- *Compatible classes* - select other classes the products of which are compatible with the products of this class (For example, the products of class '*Intel Processors*' are compatible with the products of class '*Intel Motherboard*'.);

- *Status* - status of the class (Active or Disabled).

In the tab '**Products**' you select the products of this class.

The '**Configurator**' feature can be removed from the top menu. You can do this in **Administration->Addons**.

To add a new configurable product click on the add configurable product link under the page title and you are redirected to the '**New product**' page where after filling in the necessary fields you create a new product.

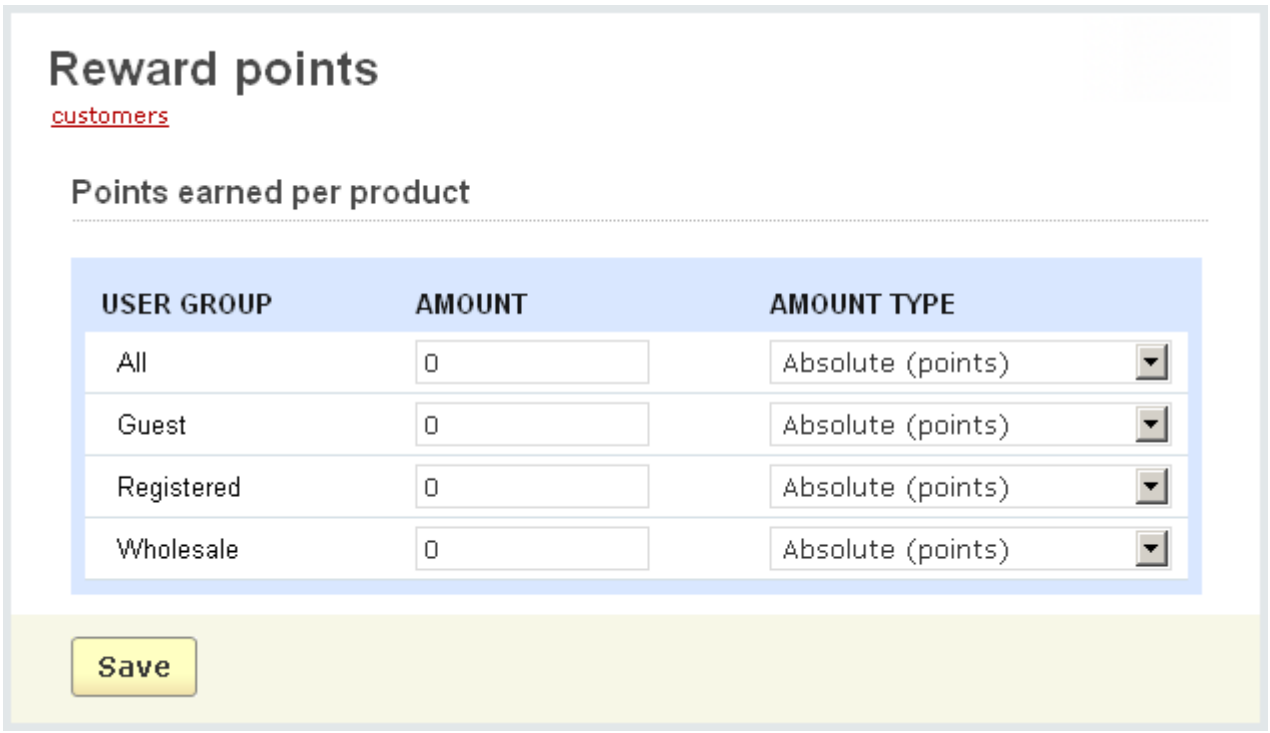
Also you are allowed to see all configurable products clicking on the show all configurable products link in the right hand menu. After that you are redirected to the '**Products**' page where only configurable products are displayed.

5.3.8 Reward points

If you want to reward your clients for purchasing in your store you can do this using the '**Reward points**' section. If customers buy products they get some bonus points on a special account. Saving up some number of points on the account, the customers will have an opportunity to buy something and pay for it by points. If the product price (in points) is too high and they do not have enough points on your account you will be able to apply any number of points and the price will be reduced, a new product price will be calculated automatically.

Moreover, you can set different reward programs for different customers because there are three ways of setting reward points. Reward points can be assigned to a particular user group, a category and a product itself. If the customer is assigned to the user group for which reward points were defined, he can get points by buying products in the store. If reward points are defined for a category, customers can earn points by purchasing any product of this category. And of course if the customer buys a product for which reward points are defined, all these points are credited to the customer account.

Note: It is necessary that payment by points should be allowed for a product so that customers can apply their points. Administrator allows such a payment on product detail page in the **Reward points** tab.



Reward points

On the '**Reward points**' page you can assign reward points to user groups and set their amount:

- *User group* – name of the user group of the store and options *Guest* and *Registered* for those who are not signed for any user group;

- *Amount* – number of reward points you set for the user group;

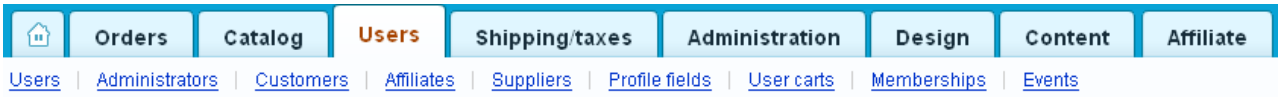
- *Amount type* – Absolute (points) or Percent (%) type of charging system. For example, if you set the '**Amount**' option for all user groups to 50 and '**Amount type**' to *Absolute (points)*, the customer will get 50 points. But if the '**Amount type**' is *Percent (%)*, the points are calculated in the following way: the product price is divided into 100, and the result is multiplied by the number set in the *Amount* field.

If you make some changes click on

to save them to the database.

5.4 Users

The CS-Cart shopping cart software allows you to manage all user profiles with the administration sections of the '**Users**' tab.



'Users'

There are four user types:

- Customers can access only the storefront. This permits them to buy products and make reviews.

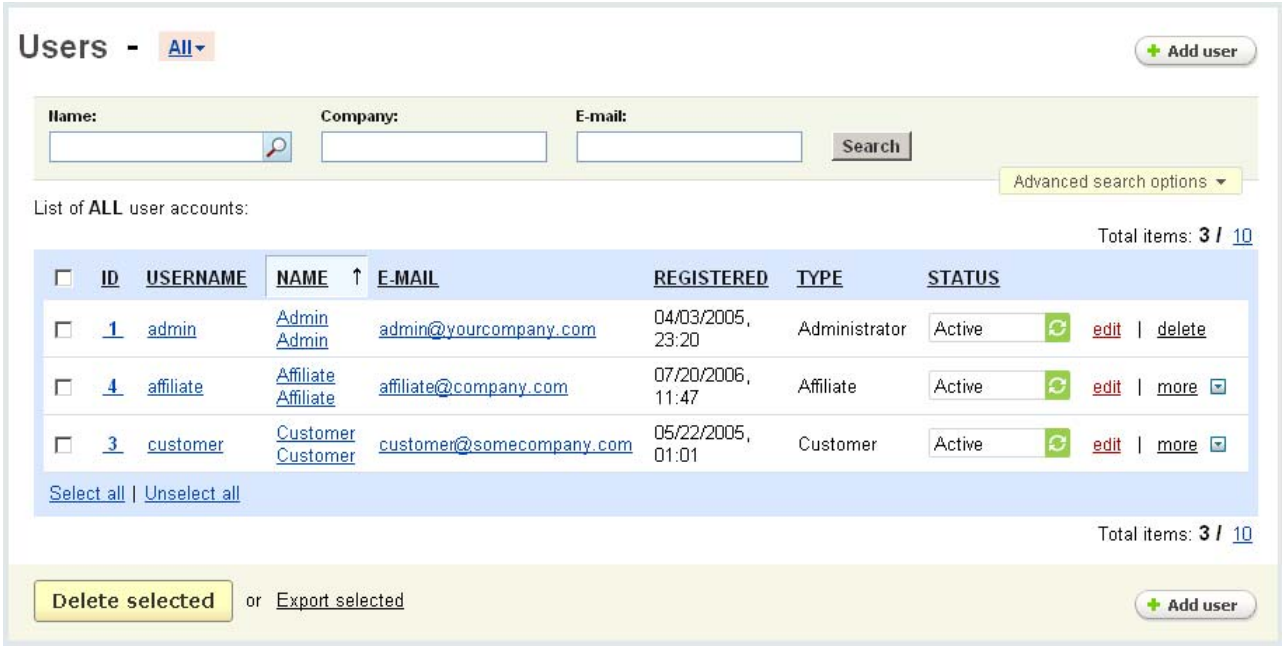
- Administrators can access both the storefront and the administration panel. Through the administration panel they can manage and configure the store.

- Affiliates can log in to the storefront under their accounts and keep track of information concerning commission charges.

- Suppliers provide the store with goods.

5.4.1 Users

This menu item allows you to view all user accounts.


Users - All
Add user
Name:
Company:
E-mail:
Search
Advanced search options
List of ALL user accounts:
Total items: 3 / 10
ID USERNAME NAME E-MAIL REGISTERED TYPE STATUS
1 admin Admin Admin admin@yourcompany.com 04/03/2005, 23:20 Administrator Active edit | delete
4 affiliate Affiliate Affiliate affiliate@company.com 07/20/2006, 11:47 Affiliate Active edit | more
3 customer Customer Customer customer@somecompany.com 05/22/2005, 01:01 Customer Active edit | more
Select all | Unselect all
Total items: 3 / 10
Delete selected
or Export selected
Add user

List of all user accounts

This section can help you to search for accounts by the following parameters:

- *Name*;
- *Company*;
- *E-mail*;

To make the search results more accurate use **Advanced search options**.

- *Login*;
- *User group*;
- *Tax exempt;*
- *Address*;
- *State/province*;
- *City*;
- *Country*;
- *Zip/postal code*;
- *Ordered products*.

Moreover, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box near the page title.

A list of all registered users is represented as a table consisting of the following columns:

- *Select column* – selects the user;
- *ID* – the user's ID number;
- *Username* – the name that the user must give when logging in;
- *Name* – full name of the user;
- *Registered* – date and time of registration;
- *Type* – type of a user account (administrator, customer, affiliate);
- *Status* – status of the user's account (whether the account is active or disabled).

By clicking on more you will see four options: *View all orders*, *Act on behalf of Delete* and *Points*. By following the first one you can view all orders placed by this particular customer, while following the second one you are taken to the storefront and already logged in under the customer's name. By clicking on the *Points* link you are taken to the **Reward points log** page of the customer.

To delete a user account:

- place a check mark in the Select column of the account you want to delete;

- click on **Delete selected**.

To edit a user profile, click on the link in the '*Username*' or '*Name*' columns of the user account.

To add a new user account, click on the

button. The **New profile** page will open. There you can fill in the following fields:

The '**User account info**' section:

- *Username* *;
- *Password* *;
- *Confirm password* *;
- *Status* *;*
- *Account type* *;
- *Tax exempt;*
- *Language*.

The '**Contact information**' section:

- *First name* *;
- *Last name* *;
- *E-mail* *;
- *Phone* *.

The '**Billing address**' section:

- *First name* *;
- *Last name* *;
- *Address* *;
- *Address, line 2* ;
- *City* *;
- *Country* *;
- *State/province* *;
- *Zip/postal code* *.

If the shipping address is not the same as the billing address, place a tick mark in the '*Ship to different address*' check box and you will be able to specify a different shipping address.

The fields marked with * are mandatory. You cannot add a new account without entering the necessary information in these fields.

If you wish, you can configure the profile fields, as explained in the chapter **Users->Profile fields.**.

After entering the desired data, click on Create to add a new user account.

The **Addons** tab can be shown on this page. It is displayed if the **Age verification** addon is enabled in **Administration->Addons**.

If you make any changes click on Save. To cancel the changes click on cancel.

After a user account is created, the **User groups** tab is displayed on the **Editing profile** page. A list of user groups defined in the store is given in this tab. Here you can set the status of each user group for this particular user.

The statuses are:

- *Active* - user is signed up for this user group;
- *Pending* - user made a request for this user group and is waiting for approval;
- *Available* - user group is available for the user and s/he can sign up for it in the storefront;
- *Declined* - the user's request for the user group was declined.

If you want to inform a user of any changes, leave the '**Notify user**' check box enabled.

The CS-Cart shopping cart software includes the possibility of creating multiple profiles for the same user. For example, a user can have one profile for home delivery, and another for office delivery.

You can enable or disable the option to allow multiple profiles, as explained in the chapter **Administration->Settings->General->Allow user to create multiple profiles (shipping and billing addresses) for one account**.

5.4.2 Administrators

This menu item allows you to display a list of all administrator accounts.

List of administrator accounts

The list of administrators is represented as follows:

- *Select column* – selects the user;
- *ID* – the administrator's identification number;
- *Username* – the name that the administrator must enter when logging in;
- *Name* – full name of the administrator;
- *Registered* – date and time of registration;
- *Type* – type of user account (Administrator);
- *Status* – status of the account (Active or Disabled).

You can define the number of user accounts displayed per page, as explained in the chapter **Administration->Settings->Appearance>Elements per page**.

To delete an administrator account:

- place a check mark in the Select column of the account you want to delete;
- click on **Delete selected**.

To edit an administrator profile, click on the link in the '*Username*' or '*Name*' columns of the administrator account.

To add a new administrator account, click on the Add user button.

5.4.3 Customers

This menu item allows you to display a list of customer accounts.

List of customer accounts

The list of registered customers is represented as a table consisting of the following columns:

- *Select column* – selects the user;
- *ID* – the customer's identification number;
- *Username* – name that the customer must enter when logging in;
- *Name* – full name of the customer;
- *Registered* – date and time of registration;
- *Type* – type of user account;
- *Points* - number of points on the customer's account;
- *Active* – this field allows you to enable or disable the customer's account.

You can define the number of user accounts displayed per page, as explained in the chapter **Administration->Settings->Appearance>Elements per page**.

To delete a customer account:

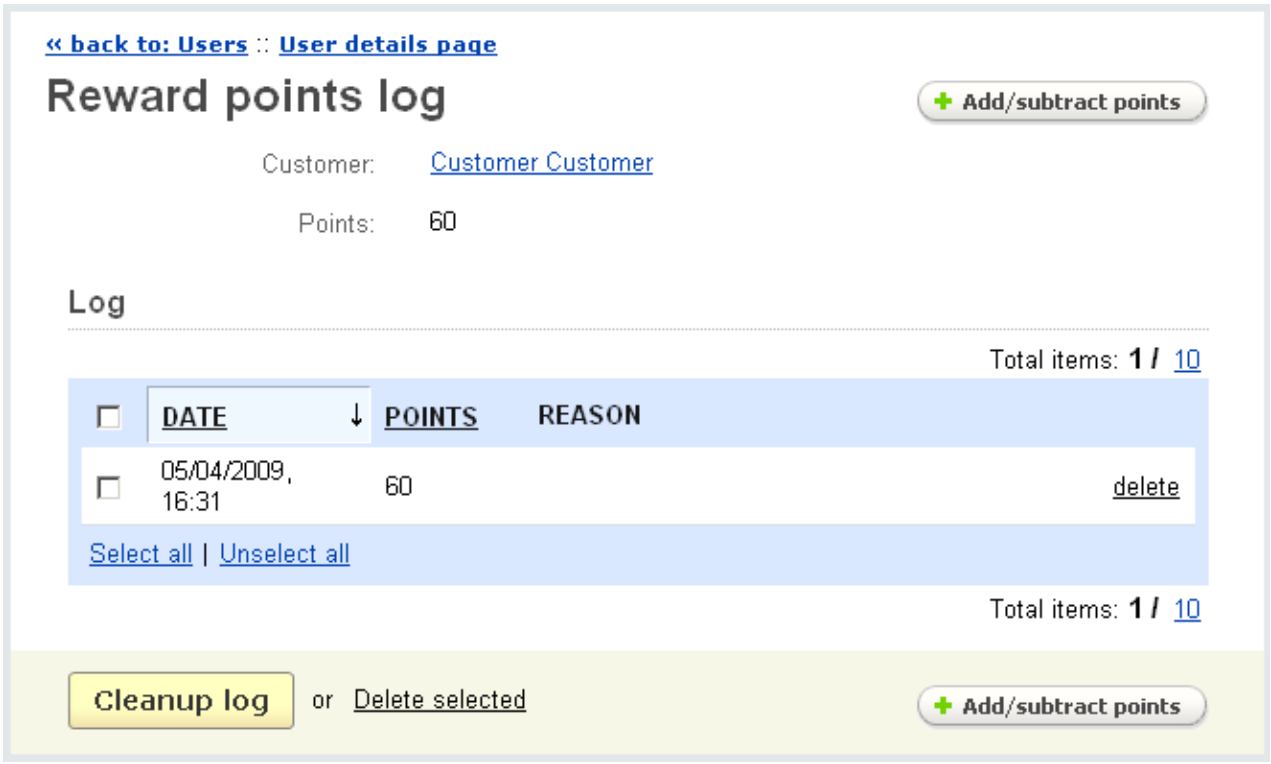
- place a check mark in the Select column of the account you want to delete;
- click on **Delete selected**.

To edit a customer profile, click on the link in the '*Username*' or '*Name*' columns of the customer account.

To add a new customer account, click on Add user and fill in the necessary information on the **New profile** page.

By clicking on more you will see the following links: *View all orders*, *Act on behalf of, Delete* and *Points*. By following the first one you can view all orders placed by this particular customer, while following the second one you are taken to the storefront and already logged in under the customer's name. By clicking on the *Delete* link you will delete this particular customer. And by clicking on the *Points* link you are taken to the

Reward points log page of the customer. On this page the administrator can deduct or add points to a user's account.



Reward points log

The information is given in a table with four columns:

- *Select column*;
- *Date* – date and time when the points were added/subtracted;
- *Points* – the number of points added/subtracted;
- *Reason* – the reason for addition/subtraction of points.

Here you see two buttons **Cleanup log** and **Delete selected**. If you want to delete all logs at a time, click on the **Cleanup log** button, but if you want to delete only some logs put a tick mark opposite the logs you want to delete and click on the **Delete selected** button.

You can add or deduct points using the '**Add/subtract points**' button. First you should choose the action (addition or subtraction of points), then specify the number of points and also if you wish you can write the reason for points addition or subtraction. Moreover, if you do not want to inform a user of the change to the account remove a tick mark from the '**Notify customer**' check box.

Click on Change to apply the changes.

5.4.4 Affiliates

On this page you can both manage (edit, delete, add) and control all affiliate accounts of the store.

List of affiliate accounts

A list of registered affiliates is represented as a table consisting of the following columns:

- *Select column* – select the necessary affiliate;
- *ID* – the affiliate's identification number;
- *Username* – the name that the customer must enter when logging in;
- *Name* – full name of the customer;
- *Registered* – registration date;
- *Type* – type of a user account (Affiliate);
- *Status* – status of the account (Active or Disabled)

You can define the number of user accounts displayed per page, as explained in the chapter **Administration->Settings->Appearance>Elements per page**.

To delete an affiliate account:

- place a check mark in the Select column of the account you want to delete;
- click on **Delete selected**.

To edit an affiliate profile, click on the link in either the '*Username*' or '*Name*' columns of the customer account.

To add a new affiliate account, click on

and fill in the necessary information on the **New profile** page.

5.4.5 Suppliers

The **Suppliers** add-on allows the store owner to sell products which he does not have in stock. The owner has several suppliers whose products are sold in the store. When a customer buys supplier's products, the supplier receives the notification where it is specified what products should be delivered and to what address. So not the store owner but the supplier ships the products to the customer. The store owner just arranges for the goods to be delivered directly to the customer. And correspondingly the shipping cost is calculated on the basis of the supplier's address.

In order to set this add-on the administrator needs to:

- create a supplier account,
- specify products of this supplier (on product detail page select the supplier),
- specify shipping methods for the supplier (in the '**Shipping method properties**' section select the supplier).

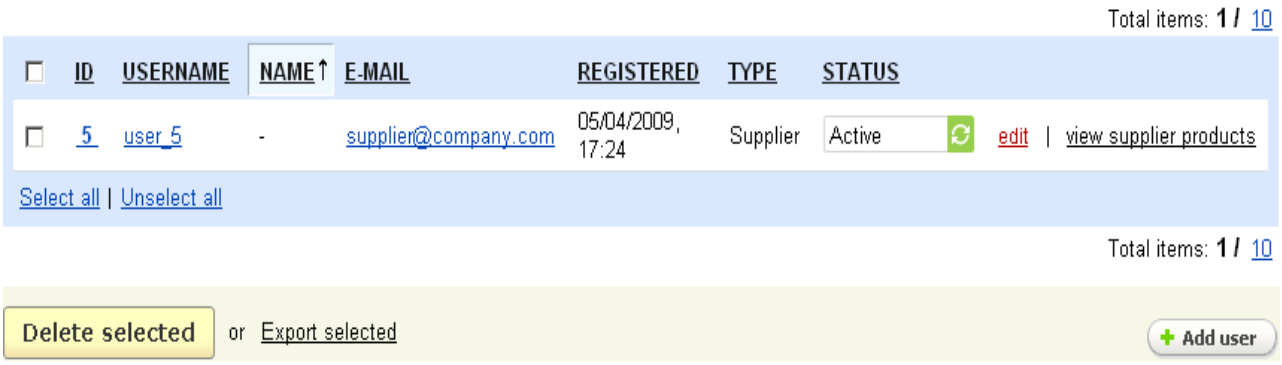
The **Suppliers** link is displayed in the side box only if the **Suppliers** addon is enabled in the **Administration->Addons**.

On the page you can manage (edit, delete, add) and control all supplier accounts of the store.

A list of registered affiliates is represented as a table consisting of the following columns:

- *Select column*;
- *ID* – the supplier's identifiation number;
- *E-mail* - e-mail of the supplier;
- *Username* - the name that a supplier must enter when logging in;
- *Name* – full name of the supplier;
- *Registered* – date and time of registration;
- *Type* – type of a user account (Supplier);
- *Status* – status of the supplier's account (Active or Disabled).

By following the **View supplier products** link you will see a page with all products of the supplier.



Supplier

To delete a supplier account:

- place a check mark in the Select column of the account you want to delete;
- click on **Delete selected**.

To edit a supplier profile, click on the link in either the '*E-mail*' or '*Username*' columns of the account.

To add a new supplier account, click on

and fill in the necessary information on the **New profile** page.

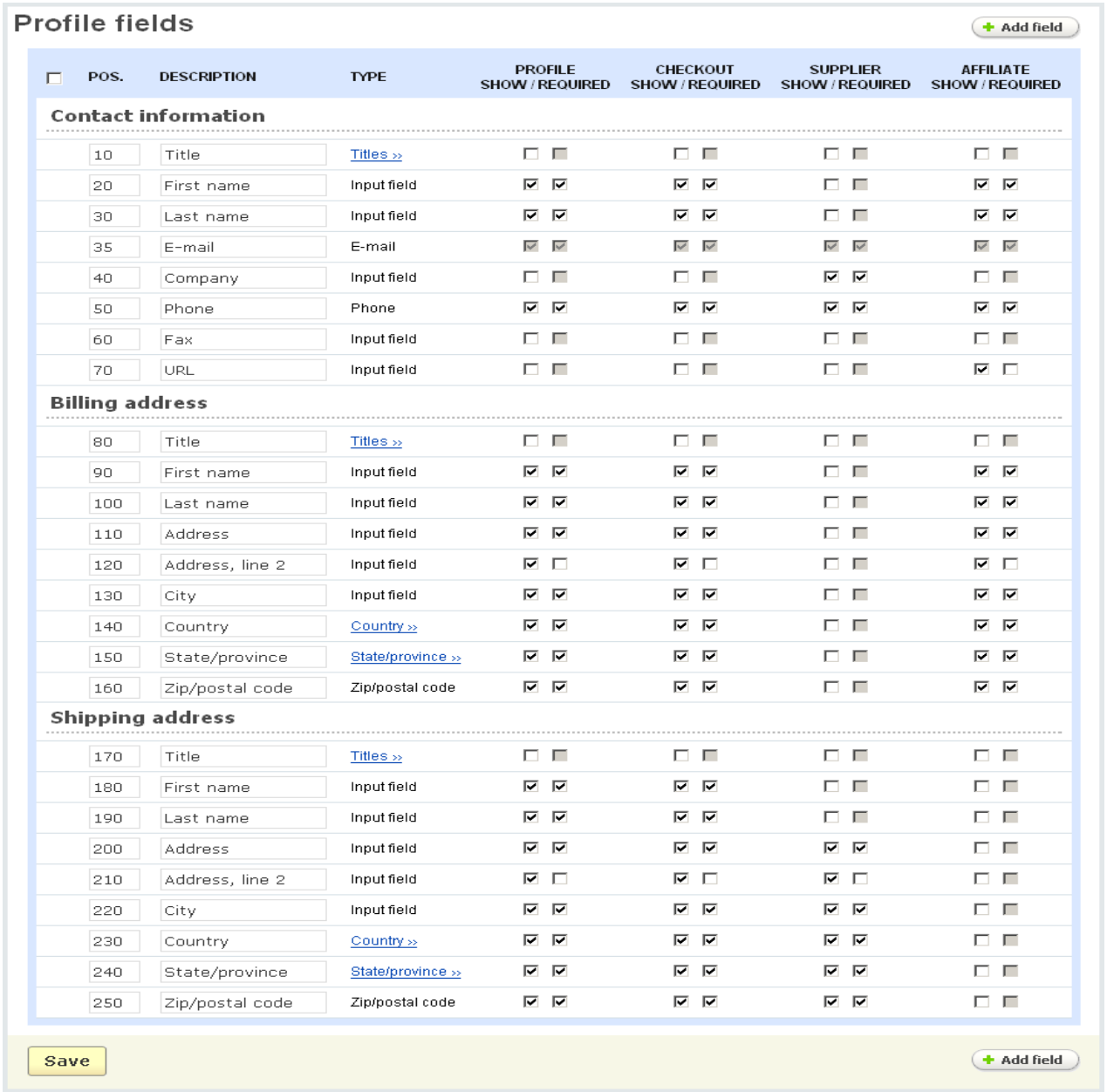
5.4.6 Profile fields

On this page you can edit all profile fields and add new ones. You have the ability to make the fields mandatory or optional. The '**Profile fields**' form is represented as a table with the following columns:

- *Select column*;
- *Position* - ordinal number of the field;
- *Description* - field name;
- *Type* - field type;

The '*Title*', '*State/province*', '*Country*' profile fields are represented as select boxes in the storefront. And so in the '*Type*' column of these fields there are links to the pages where you can edit the variants for these check boxes.

- *Profile (show/required)*;
- *Checkout (show/required)*;
- *Supplier (show/required)*;
- *Affiliate (show/required)*.



Profile fields

Since many customers may have no interest in constant registration, the program has a separate set of fields for the user registration profile and the customer profile used in the checkout process. In each case, there are two options: 'show' and 'required': selecting 'show' will place the item on the form, and selecting 'required' will cause the software to check whether the user has entered data in the field or not. (A required field will be marked with '*'.)

To add a new profile field use the

button. You should enter the number of the field in the '*Position*' column, the field name in the '*Description*' column. Then select the type of display in the '*Type*' option. You can select among the following types: check box, date, input field, radio group, select box, text area. In the '*Section*' field you choose whether this field will be represented in the '**Contact information**' section of the profile or in the '**Billing address**' and the '**Shipping address**' sections. In the '*Profile*', '*Checkout*', '*Supplier*' and '*Affiliate*' columns specify the field status in the corresponding profiles, i.e. whether this field will be optional or mandatory.

When the fields are filled in click on

to add the new field to the profile.

5.4.7 User carts

If registered customers add products to cart but by some reason do not buy them, their cart content is saved to the database and is displayed on the '**User cart**' page in the administration panel. When the customers come to the store again, the products are automatically added to the cart.

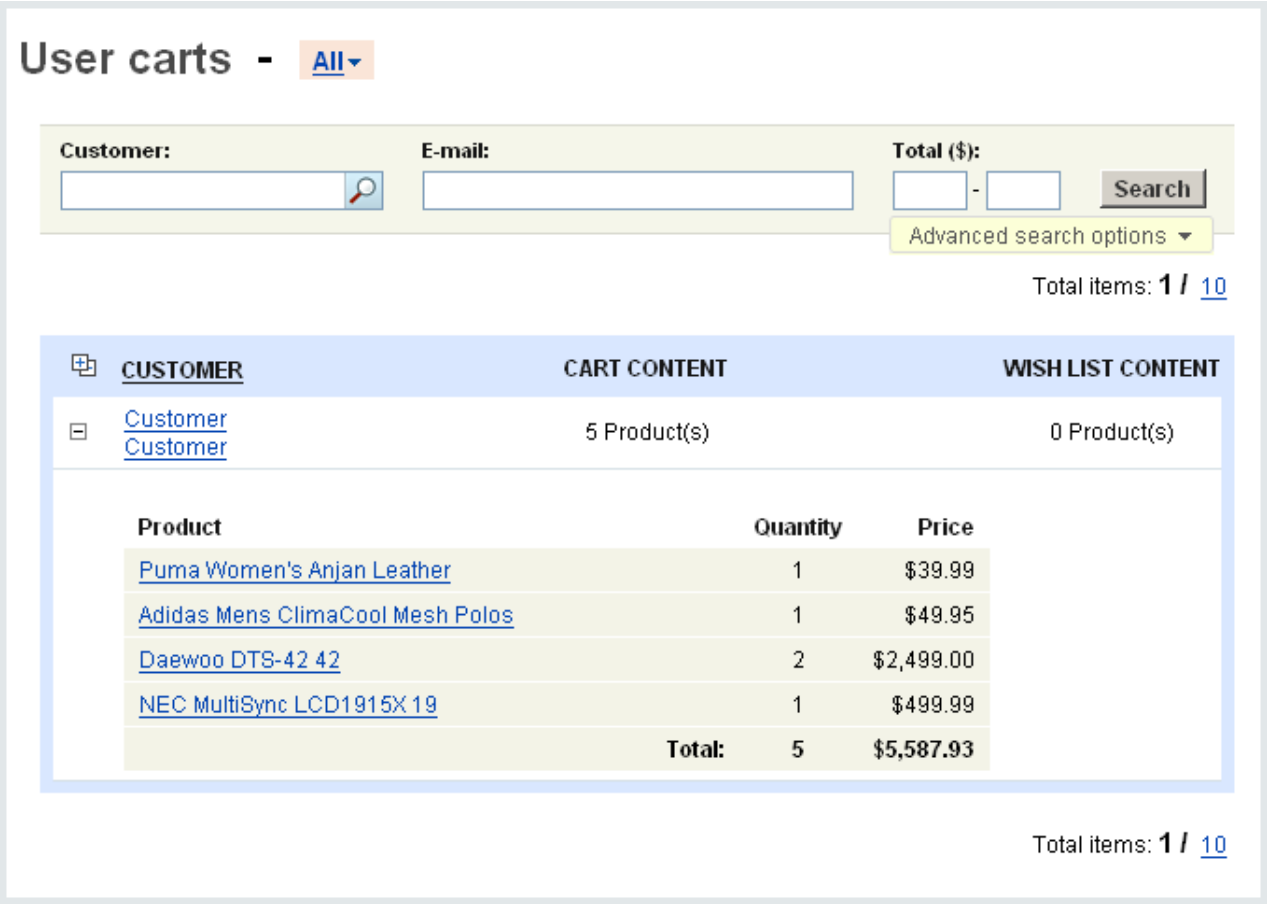
This information helps administrator to see what products are popular among customers or guess what products may be bestsellers in the near future.

The page contains two sections:

- **the search section**;
- **a list of all user carts**.

The following information is given in the second section:

- *Customer* – full name of the customer;
- *Cart content* – number of products added to the cart;
- *Wish list content* – products which were added to the wish list.



User carts

To display the cart content details or wish list details click on the plus sign next to the customer's name. The name, quantity and price will be shown for each product in the cart.

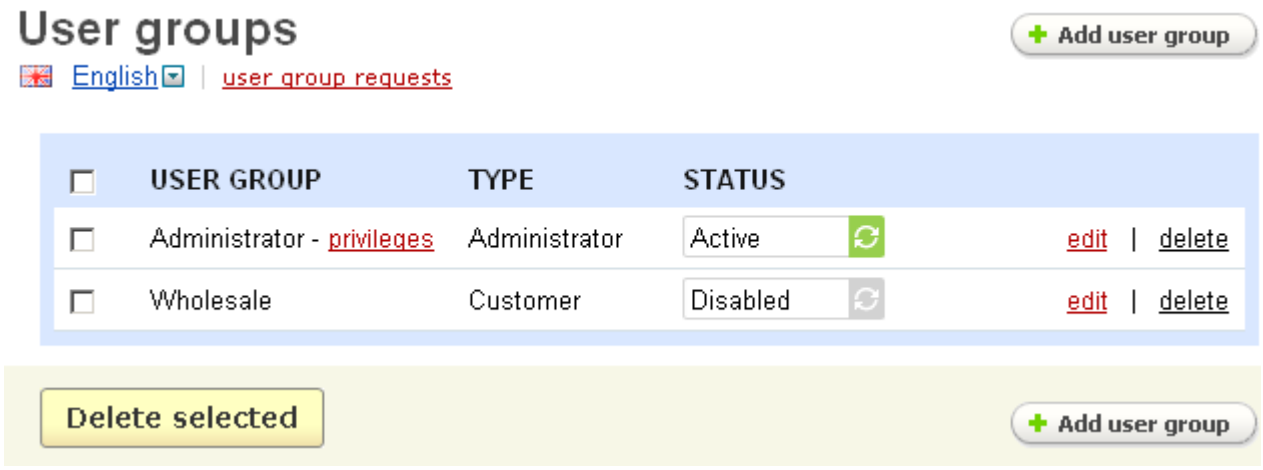
5.4.8 User groups

If you wish, you may define different groups of customers. This feature in the CS-Cart shopping cart software allows you to provide some of your customers with access to special features:

- special categories;
- different wholesale prices;
- different shipping methods;

- different payment methods.

You can restrict access to these features using their '*User groups*' fields, as explained in the corresponding chapters.



User groups

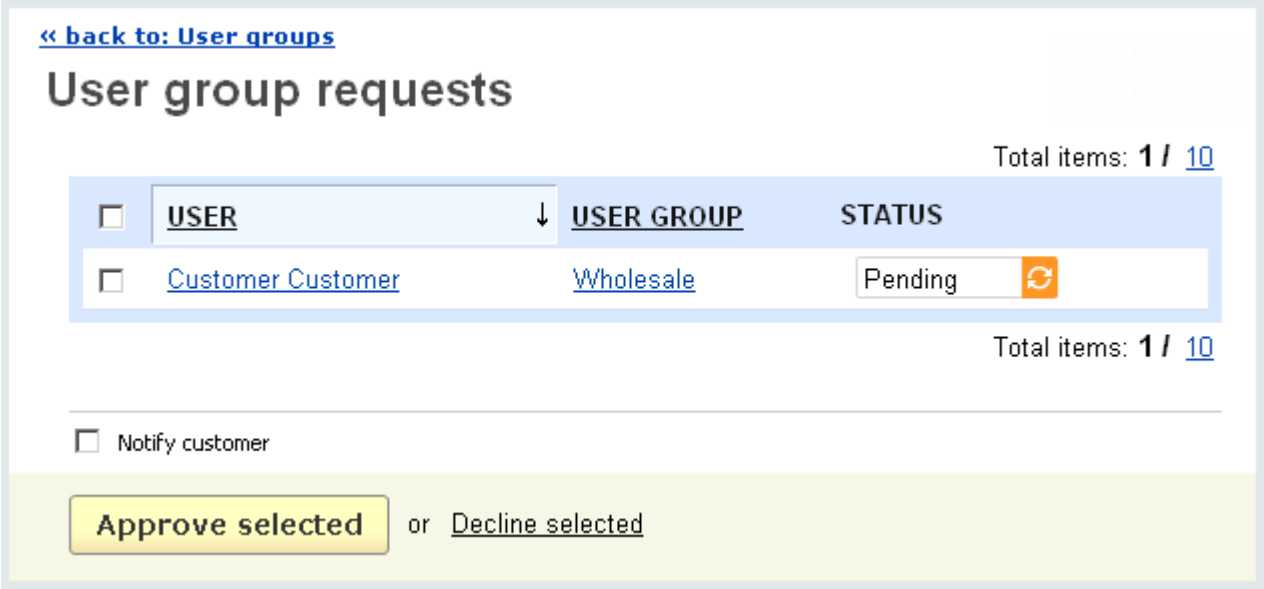
The page contains a list of existing user groups.

The list of user groups is represented as a table consisting of the following columns:
- *Select column* – selects the user group;
- *User group* – name of the user group;
- *Type* - type of the user group (Administrator, Customer);
- *Status* – status of the user group (Active, Disabled, Hidden).

To delete a user group:
- click on the delete link of the user group.

To delete several user groups at a time:
- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

Customers can sign up for user groups in the storefront. All customers' requests for user groups can be seen by clicking on the user group requests link.



User group request

On the page **User group requests** you can see the full name of the customer, who made a request, and the user group the customer wants to sign for. Also here you can change the status of the request.

To inform a customer of the changes, tick off the *Notify customer* check box.

To approve requests:

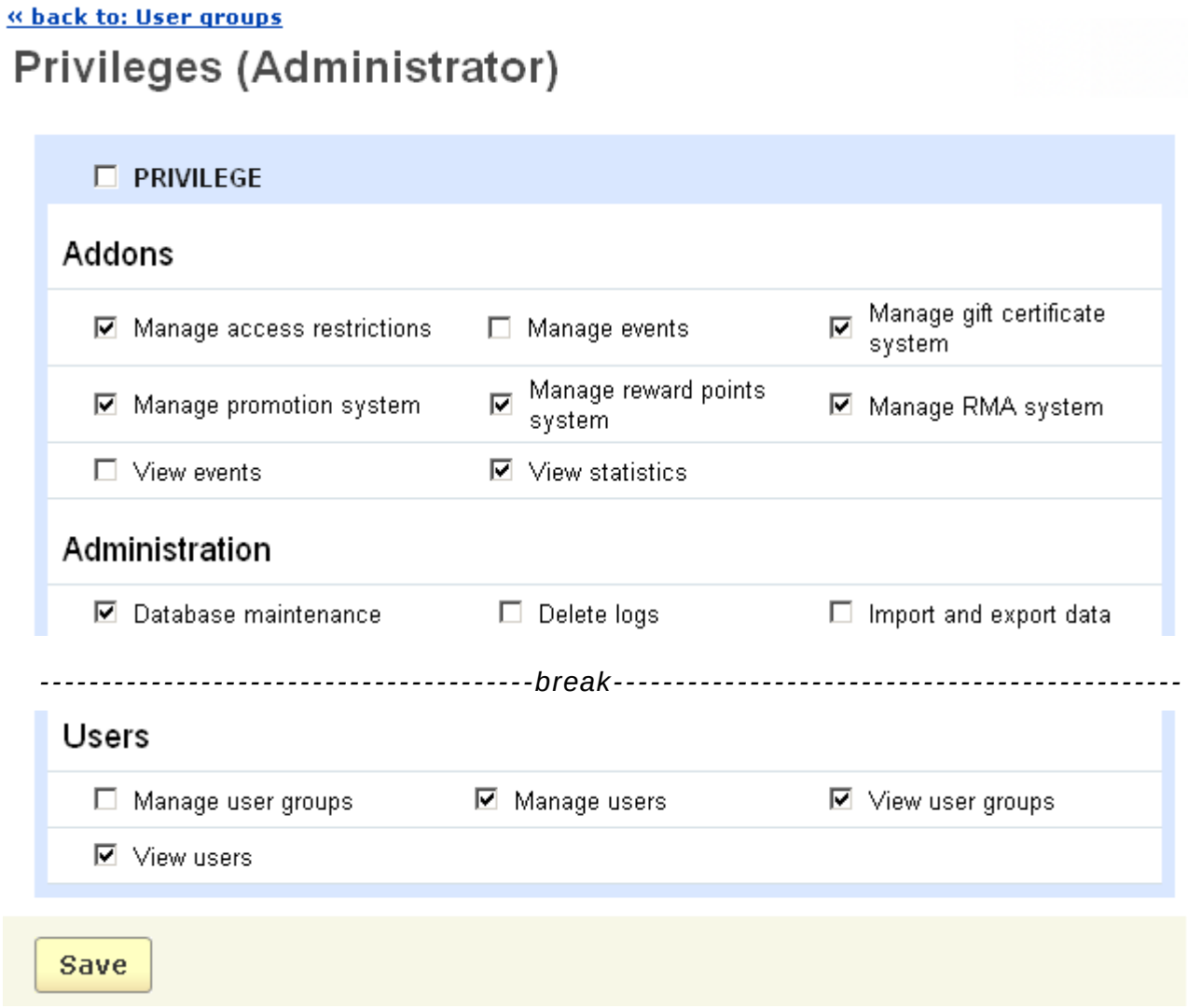
- tick off the check boxes opposite the requests you want to approve;
- click on the **Approve selected** button.

To decline requests:

- tick off the check boxes opposite the requests you want to decline;
- click on Decline selected.

If you define the type of the user group as 'Administrator', there appears the privileges link. Click on it to display the '**Privileges**' section.

You have the ability to open or close various parts of the administration area for different user groups. For example, you can create a user group which has access only to catalog or orders, etc.



Privileges

In the '**Privileges**' section you define the actions available for the administrator to execute. Select the necessary items, tick off their check boxes and click on Save.

To add a new user group, click on the '**Add user group**' button, enter the necessary information in the pop-up section and click on Create. Now the new user group is added.

When creating a user group you can also define recurring plans for it. For more information on recurring plans, read the chapter **Orders->Recurring plans**.

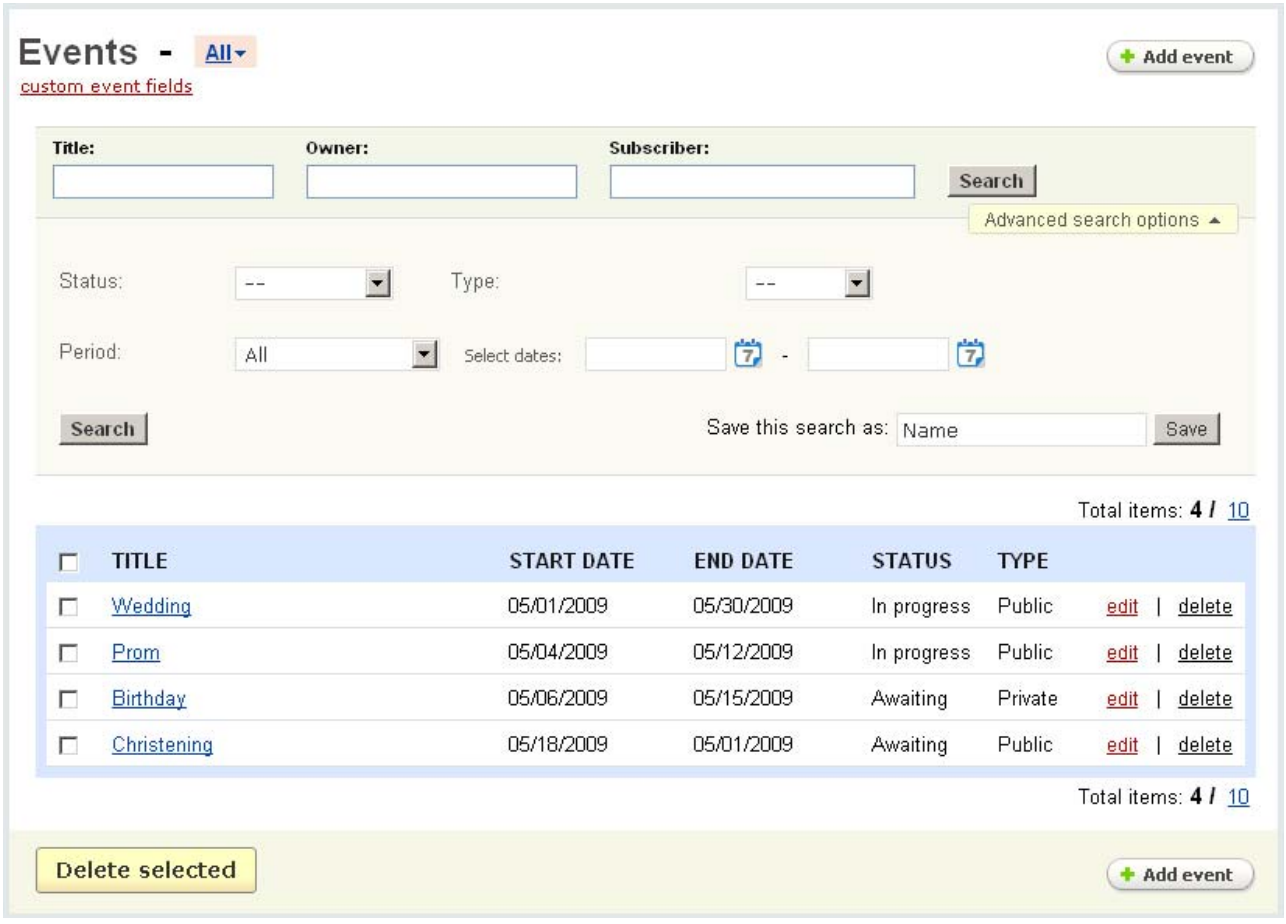
5.4.9 Events

This feature is intended for providing additional opportunities for customers and promoting your online sales.

Gift Registry addon allows to notify your friends of some special occasions (events) in your life (for example, weddings, birthdays, holidays, etc.). You can attach the link to the product(s) you want to receive as present(s) to the notification. And your friends can easily find them. Customers as well as administrator can create such events in the storefront. If the customers subscribe their friends to this or that occasion then the event participants are notified of it by e-mail. The message sent to the event participants contains links to the products that are wanted as gifts.

The **Events** link is displayed in the side box only if **Gift Registry** is enabled in **Administration->Addons**.

To display the **Events** side box in the customer storefront it is necessary that a block with the content *Events* is defined on the **Blocks** page **(Design->Blocks)**.



Events

The '**Events**' form contains:

- **the search section**;
- **a list of the events**.

You can search for the necessary event by the following parameters:

- *Title* - the descriptive name of the event;
- *Owner* - name of the event author;
- *Subscriber* - event participant to whom the notification of the event can be sent.

To make the search results more accurate click on **Advanced search options** and you will be able to search by the following parameters:

- *Status* - whether the event has already occurred (Finished), it is in progress (In progress) or it is being awaited (Awaiting).
- *Type* - shows whether the event is public (available to all customers) or private (available only to the owner and users included in participant list of this event) or whether the event is disabled (not accessible to customers);
- *Period* - period of validity (choose among the specified periods or set a date range).

After any of the fields is filled in, click on Search.

The list of existing events is represented as a table consisting of the following columns:

- *Select column*;
- *Title* - the descriptive name of the event;
- *Start date* - the first day of the event;
- *End date* - the last day of the event;
- *Status* - the processing stage of the event;
- *Type* - shows whether the event is available to all customers (public) or it is a restricted event and available only to the owner and participants (private) or whether the event is not accessible to customers (disabled).

To delete an event:

- click on the delete link of the event.

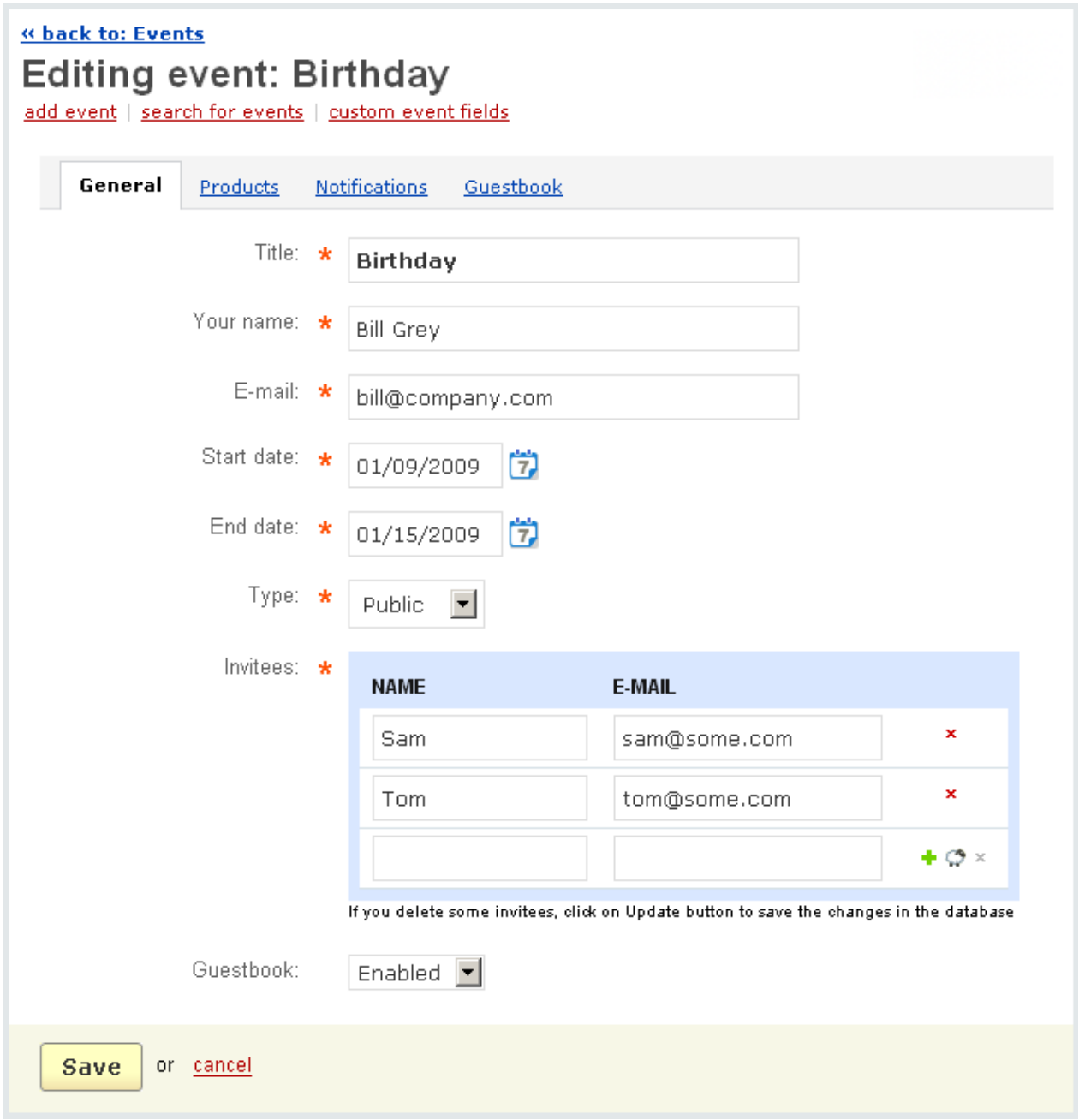
To delete several events at a time:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

Click on the link in the '*Title*' column and you are redirected to the page with the detailed information about the event.

The tab '*General*' contains the following fields:

- *Title* - the descriptive name of the event;
- *Your name* - name of the event author;
- *E-mail* - e-mail of the event author;
- *Start date* - the first day of the event;
- *End date* - the last day of the event;
- *Type* - select whether the event is public, private or disabled (it is not shown in the front-end).
- *Invitees* - invitee's name and e-mail;
- *Guestbook* - if the option is enabled then you can create posts about the event in the '**Guestbook**' tab.

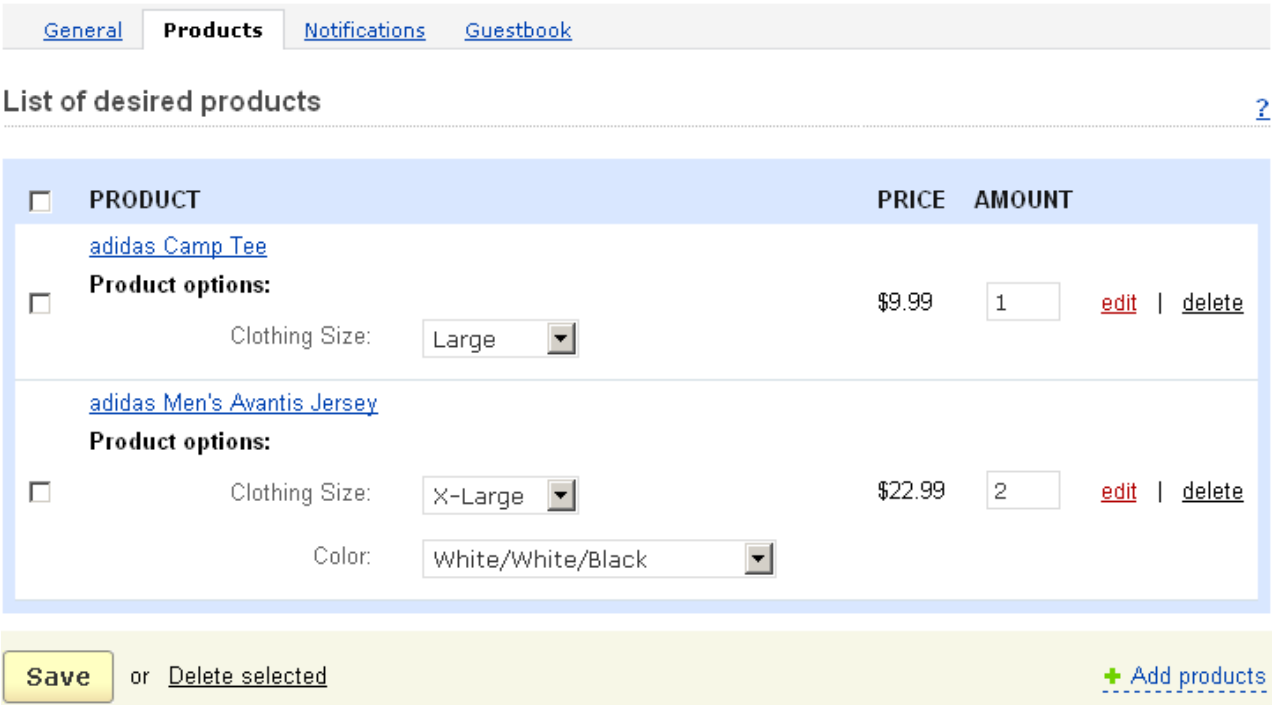


Events

Three more tabs are displayed on the page: **Products**, **Notifications**, **Guestbook**.

The **Guestbook** tab is displayed only if the option *Guestbook* in the **General** tab is set to **Enabled**.

In the '**Products**' tab the products specified for the event are displayed.

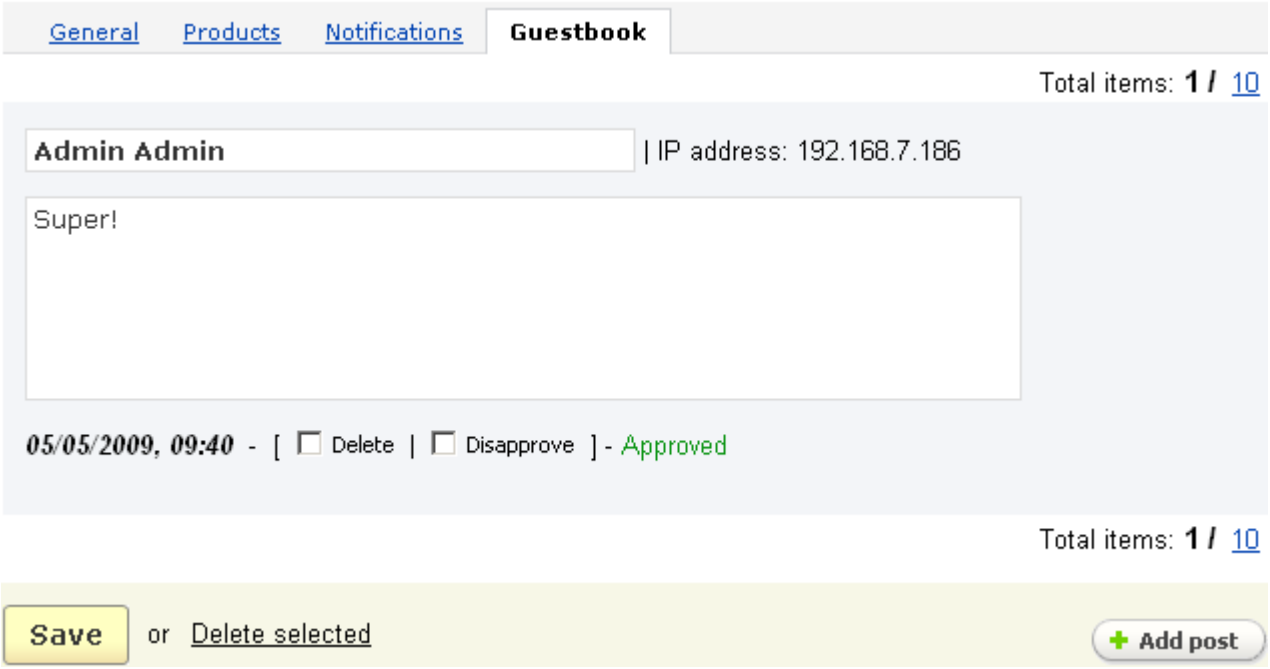


Products

In order to add new products to the list click on the + Add products link. In the pop-up section choose necessary products, specify their quantity and click on **Add products** button.

In the '**Notifications**' tab a list of all invitees of the event is displayed. If you tick off the check boxes of invitees and click on Send notification to selected they receive the event notification with two links (**View event details**, **Unsubscribe**). If the first one is clicked the invitees are referred to the customer storefront to the page with event details. If the subscribers click on the '**Unsubscribe**' link they are redirected to the storefront with the note that they have been successfully unsubscribed.

In the '**Guestbook**' tab you can create posts about the events. In the post you can describe the event , evaluate it, etc.



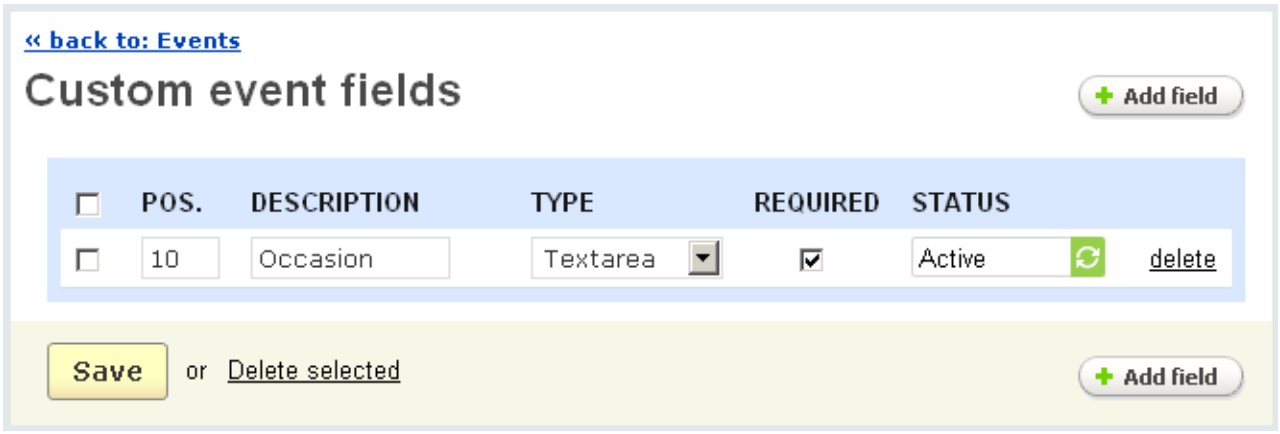
Guestbook

To add a new event click on the Add event button. After filling in the fields click on the Create button to add the event.

If the existing fields of the form don't satisfy all your requirements you can add specific fields. You can do it by using the custom event fields link at the top.

Additional fields are presented on the page in the following way:

- *Select column*;
- *Position* - ordinal number of the field;
- *Description* - name of the field;
- *Type* - select whether the new field will be represented as a select box, date, radio group, check box, input field, text area;
- *Required* - tick off the check box if you want this field to be mandatory to fill in;
- *Status* - status of the field (Active or Disabled).



Field Editor

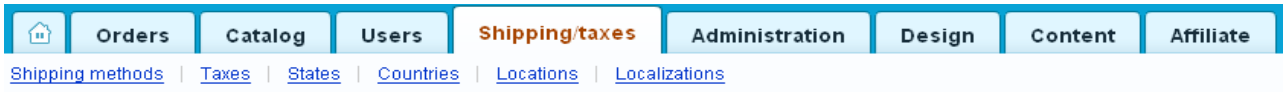
To add a new field use the Add field button.

5.5 Shippings/taxes

You can manage shipping methods and taxes using the '**Shippings/taxes**' box.

Locations are needed for defining shipping destinations and tax rates. You can select the destinations (countries, and the states contained within them) which appear in the appropriate fields in the storefront. If you wish, you can also edit the program predefined information on individual countries and states.

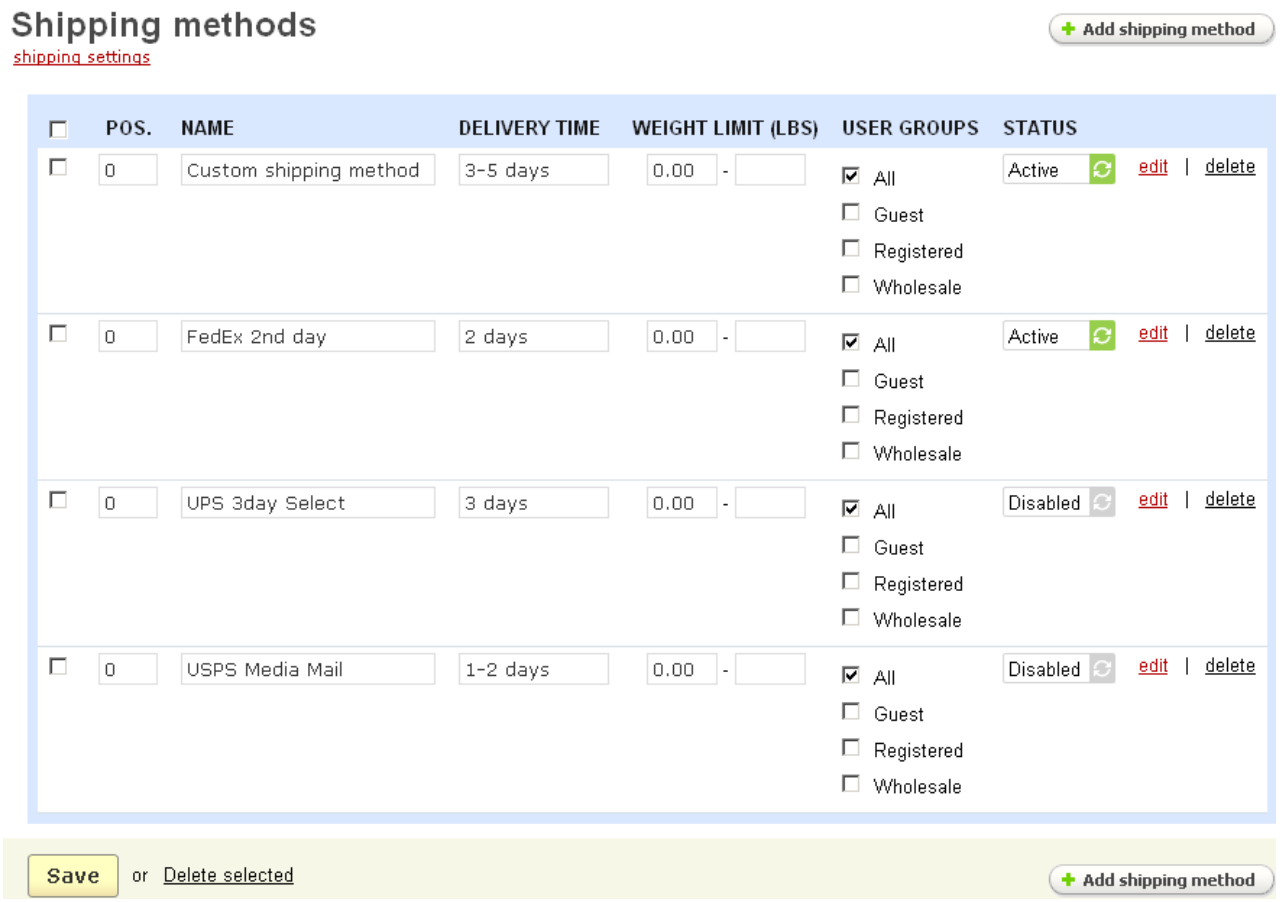
Destinations and the corresponding country and state information are managed using the '**Shipping/taxes**' box as well.



'Shipping/Taxes'

5.5.1 Shipping methods

The CS-Cart shopping cart software allows you to define custom shipping methods on the '**Shipping methods**' option.


Shipping methods
shipping settings
+ Add shipping method
POS. NAME DELIVERY TIME WEIGHT LIMIT (LBS) USER GROUPS STATUS
0 Custom shipping method 3-5 days 0.00 - All Guest Registered Wholesale Active edit | delete
0 FedEx 2nd day 2 days 0.00 - All Guest Registered Wholesale Active edit | delete
0 UPS 3day Select 3 days 0.00 - All Guest Registered Wholesale Disabled edit | delete
0 USPS Media Mail 1-2 days 0.00 - All Guest Registered Wholesale Disabled edit | delete
Save or Delete selected
+ Add shipping method

Shipping methods

This page contains a list of defined shipping methods. This list is represented as a table consisting of the following columns:

- *Select column*;
- *Position* - position of the shipping method in the list (ordinal number);
- *Name* – name of the shipping method;
- *Delivery time* – delivery time (text field);
- *Weight limit (lbs)* - maximum weight possible for this shipping method;
- *User groups* - user groups which can use this shipping method;
- *Status* – status of the shipping method (Active or Disabled).

To delete a shipping method:

- click on the delete link of the step.

To delete several shipping methods at a time:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

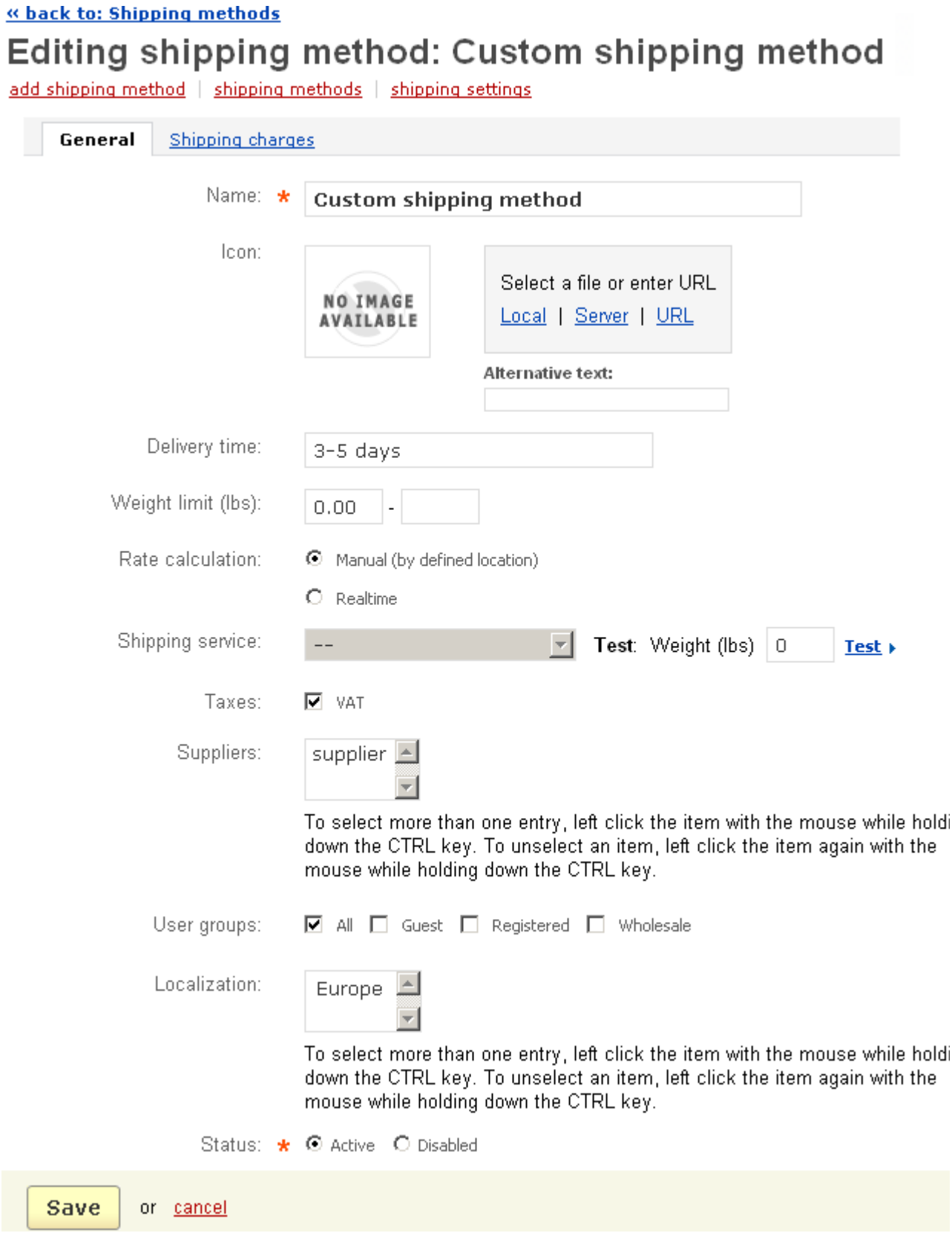
To add a new shipping method, use the '**Add shipping method**' button.

To edit shipping method parameters, use the edit link in its row to display the '**Editing shipping method**' page. The page contains two tabs: **General** and **Shipping charges**.

In the 'General' tab is given the following parameters:

- *Name* - name of the shipping method;
- *Icon* - icon of the shipping method (download an image from a local computer or a server, or enter a direct link to the image). Also you can specify an alternative text for the image;

Icons downloaded for shipping methods are displayed in a special block. To display the icons in the storefront, remember to create a block where **Block content** set to **Shipping methods**. To learn more about blocks refer to **Design->Blocks**.


« back to: Shipping methods
Editing shipping method: Custom shipping method
add shipping method | shipping methods | shipping settings
General
Shipping charges
Name: * Custom shipping method
Icon:
NO IMAGE AVAILABLE
Select a file or enter URL
Local | Server | URL
Alternative text:
Delivery time: 3-5 days
Weight limit (lbs): 0.00 -
Rate calculation: Manual (by defined location)
Realtime
Shipping service: --
Test: Weight (lbs) 0 Test
Taxes: VAT
Suppliers: supplier
To select more than one entry, left click the item with the mouse while holdi
down the CTRL key. To unselect an item, left click the item again with the
mouse while holding down the CTRL key.
User groups: All Guest Registered Wholesale
Localization: Europe
To select more than one entry, left click the item with the mouse while holdi
down the CTRL key. To unselect an item, left click the item again with the
mouse while holding down the CTRL key.
Status: * Active Disabled
Save or cancel

Shipping method properties

- *Delivery time* – delivery time (text field);

- *Weight limit (lbs)*;

- *Rate calculation* - manual or realtime;

- *Shipping service* - a list of realtime shipping services available in the store. The options displayed in this drop-down select box depend on the shipping processors enabled in the tab **Main** on the page Administration->Settings->Shipping settings (the list is active only when realtime rate calculation is selected);

- *Taxes* - tax that is applied to this shipping method;

- *Suppliers* - select suppliers that will use this shipping method (the field is displayed only if the **Supplier** addon is enabled and at least one supplier is defined **Users->Suppliers**);

- *User groups* - select user groups for which this shipping method will be available;

- *Localization* - select for which localization this shipping method will be available (the field is displayed only if at least one localization is defined **Shipping/taxes->Localizations**);

- *Status* - status of the shipping method (Active or Disabled).

There are 2 ways to calculate the shipping cost:

1. The shipping cost is based on the manually defined destination.

- select the '*Manual*' option for '*Rate calculation*' property;

- click on Save.

- in the '*Shipping charges*' tab select the destination you wish to set the rate and enter the desired data.

2. The shipping cost is calculated by realtime shipping calculator.

- select the '*Realtime*' option for the '*Rate calculation*' property;

- select the shipping service you wish (the active services (which are enabled in **Administration->Settings->Shipping settings** section) are colored).

- click on Save.

- select additional fees to the calculated cost in the '*Shipping charges*' tab.

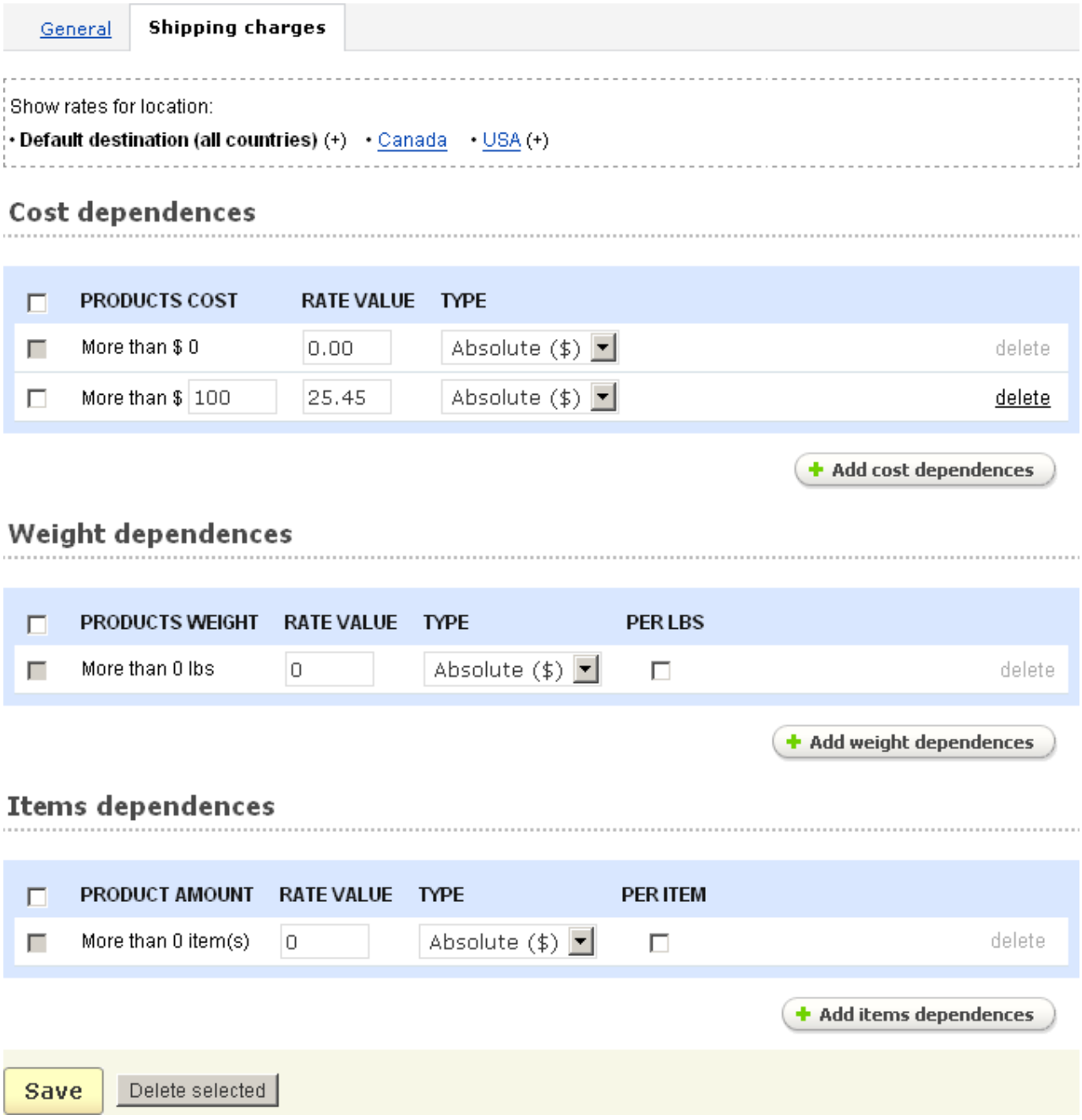
- click on Save.

The CS-Cart shopping cart software includes an option for automatic calculation of shipping costs based on the following factors:

- product cost;

- product weight;

- product quantity.



Shipping rates

You can configure these parameters using the '**Shipping charges**' dialog box, which contains the following sections:

- **Cost dependences**;
- **Weight dependences**;
- **Item dependences**.

The dialog box also contains the '*Show rates for location*' section. Here you select a location for which you will specify shipping charges.

You can define locations by following the instructions in the chapter **Shipping/Taxes->Locations**.

The '**Cost dependences**' section is used if you wish the shipping cost to depend on a product cost.

A list of existing dependences is represented as a table consisting of the following columns:

- *Select column* – select the dependence;

- *Product cost* - the minimum product cost to which the shipping cost defined in the '*Rate value'* column is applied;

- *Rate value* – the shipping cost;

- *Type* – the rate value type, either absolute or percent.

(For example, a rate of $5 would be represented by entering 5 for the rate value and absolute for the type; a rate of 5% of the product cost would be represented by entering 5 for the rate value but percent for the type.)

The '***Weight dependences***' section is used if you wish the shipping cost to depend on the product weight.

A list of existing dependences is represented as a table consisting of the following columns:

- *Select column* – select the dependence;

- *Products weight* - the minimum product weight to which the shipping cost defined in the '*Rate value'* column is applied;

- *Rate value* – the shipping cost;

- *Type* – the rate value type, either absolute or percent;

(For example, a rate of $5 would be represented by entering 5 for the rate value and absolute for the type; a rate of 5% of the product cost would be represented by entering 5 for the rate value but percent for the type.)

- *Per lbs* – if ticked off the value defined in 'Rate value' will be added per each lbs.

The '**Item dependences**' section is used if you wish the shipping cost to depend on the quantity ordered. It includes the following elements:

- **a list of defined dependences**;

- **Add new rate value(s)**.

The list of existing dependences is represented as a table consisting of the following columns:

- *Select column* – select the dependence;

- *Product quantity* - the minimum quantity to which the shipping cost defined in the '*Rate value'* column is applied;

- *Rate value* – the shipping cost;
- *Type* – the rate value type, either absolute or percent;

(For example, a rate of $5 would be represented by entering 5 for the rate value and absolute for the type; a rate of 5% of the product cost would be represented by entering 5 for the rate value but percent for the type.)

- *Per item* – if ticked off the value defined in 'Rate value' will be added per each additional item.

To add a new dependence, use the '**Add cost dependences**', '**Add weight dependences**' or '**Add item dependences**' buttons.

After entering all of the desired information, click on Save to add the new dependence(s).

To delete a dependence:

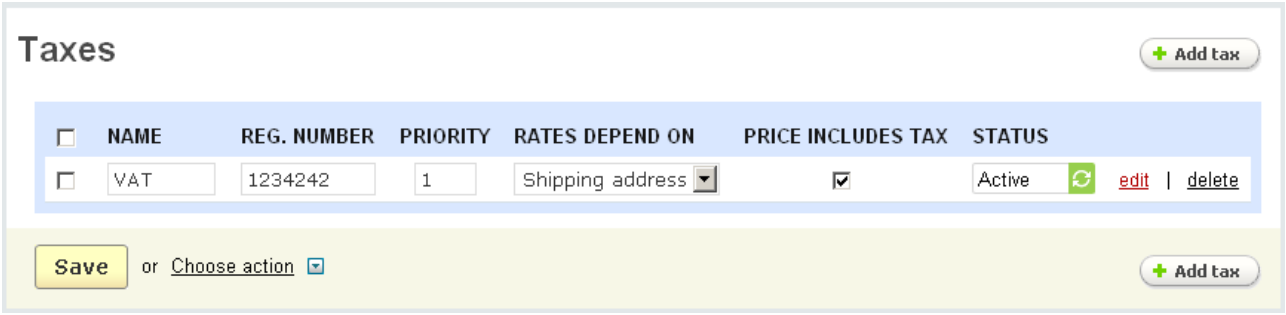
- click on the delete link of the dependence.

To delete several entries at a time:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

5.5.2 Taxes

The CS-Cart shopping cart software allows taxes to be calculated automatically. This can be configured using the '**Manage taxes**' form presenting the following parameters:



Manage taxes

- *Select column* – select the tax;
- *Tax name*;
- *Reg. number* – registration number for this tax in your store;

- *Priority* – order in which taxes should be imposed (if more than one tax is applied)

- *Rates depend on* – this field specifies whether the tax rate depends on the shipping or billing address (for orders in which these are different);

- *Price includes tax* – place a check mark in this column if the product price listed in the catalog includes this tax already;

- *Status* – status of the tax (Active or Disabled).

To apply taxes to all products:

- place check marks in the Select boxes of all the taxes that you want to apply;
- click on Choose action and select **Apply selected taxes to all products**.

Also the taxes can be applied to each product individually on the '**Add new product**' page (if you are adding a product) or on the '**Update products**' page of already existing product.

To unset taxes from all products:

- place check marks in the Select boxes of the taxes;
- click on Choose action and select **Unset selected taxes from all products**.

To add a new tax, use the

button. After defining general parameters and tax rates click on

.

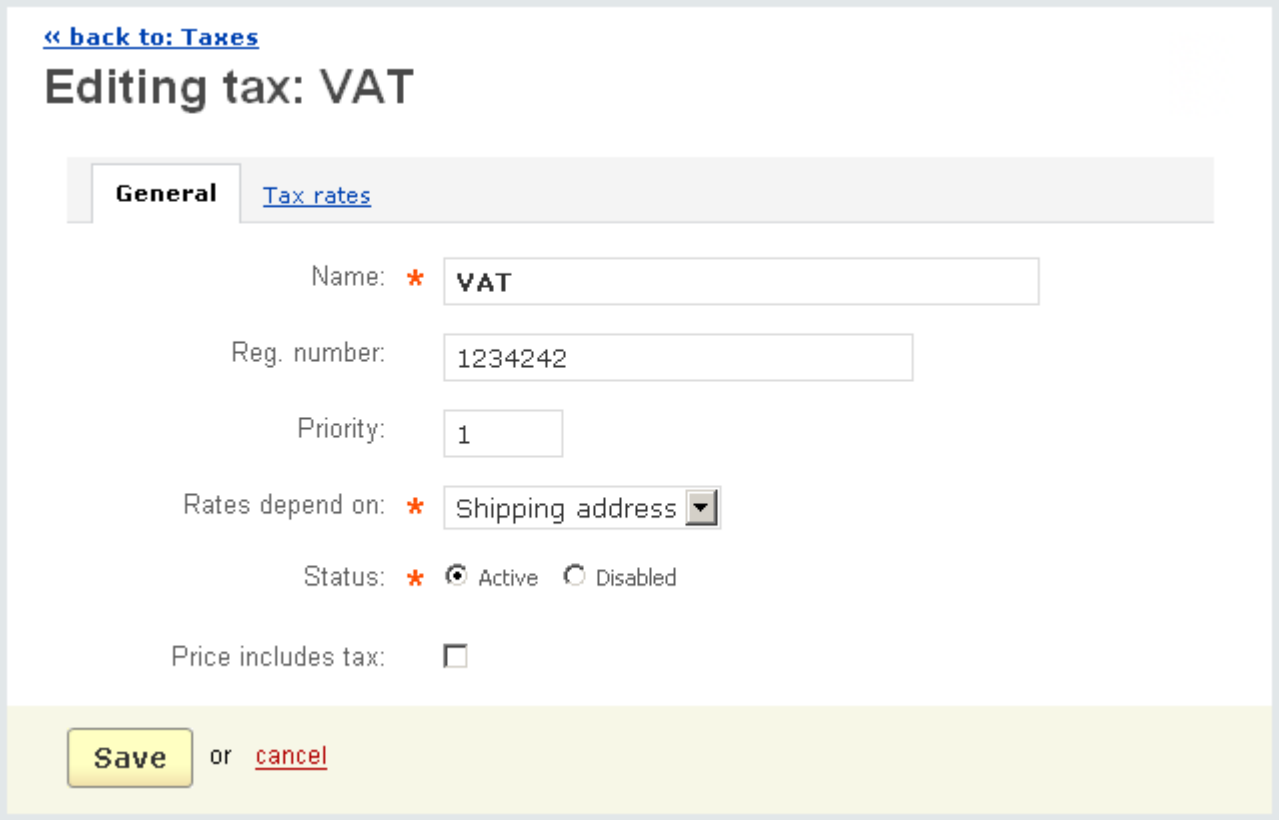
To delete a tax:

- click on the delete link of the tax.

To edit a tax, use the

link in its row to display the following pair of tabs:

- **General**;
- **Tax rates**.



Tax properties

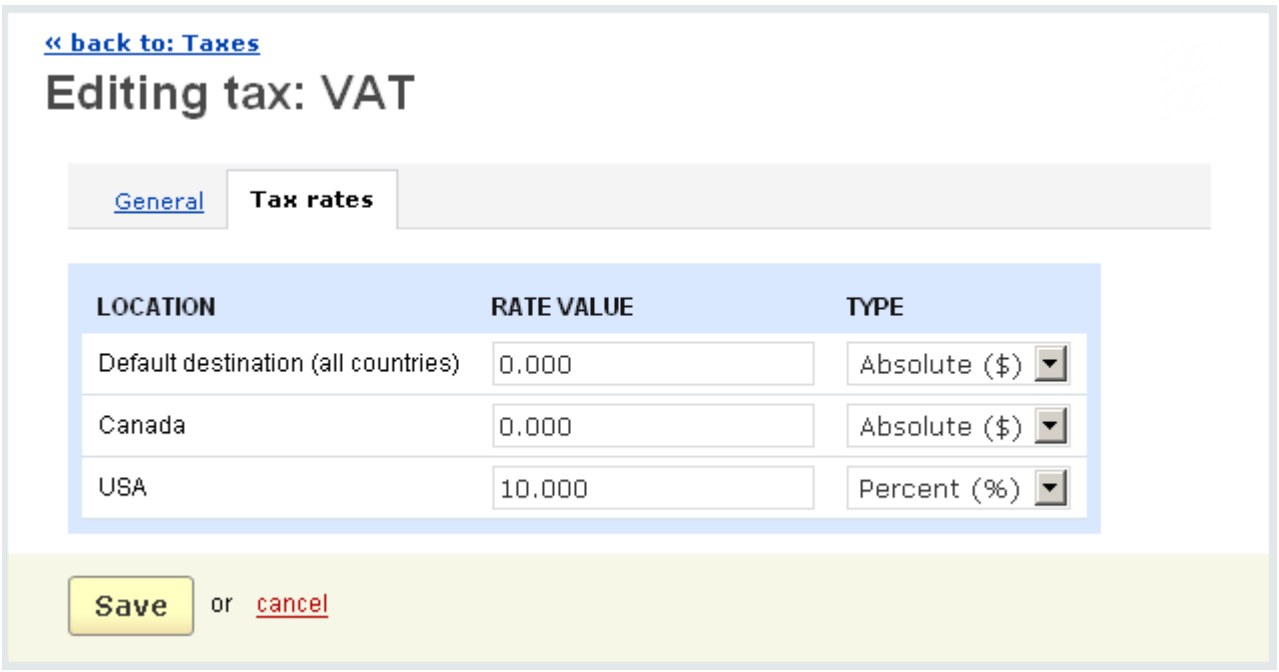
To edit a tax rate use the '**Tax rates**' tab:

- choose a location in the 'Location' column.

If you wish, you can define additional locations as explained in the chapter **Shipping / Taxes->Locations**.

- choose the tax value type in the '*Type*' column: 'Absolute' of 'Percent' (from product cost);
- enter the tax value in the '*Rate value*' column;
- click on Save.

To cancel the changes click on the cancel link.



Tax rates

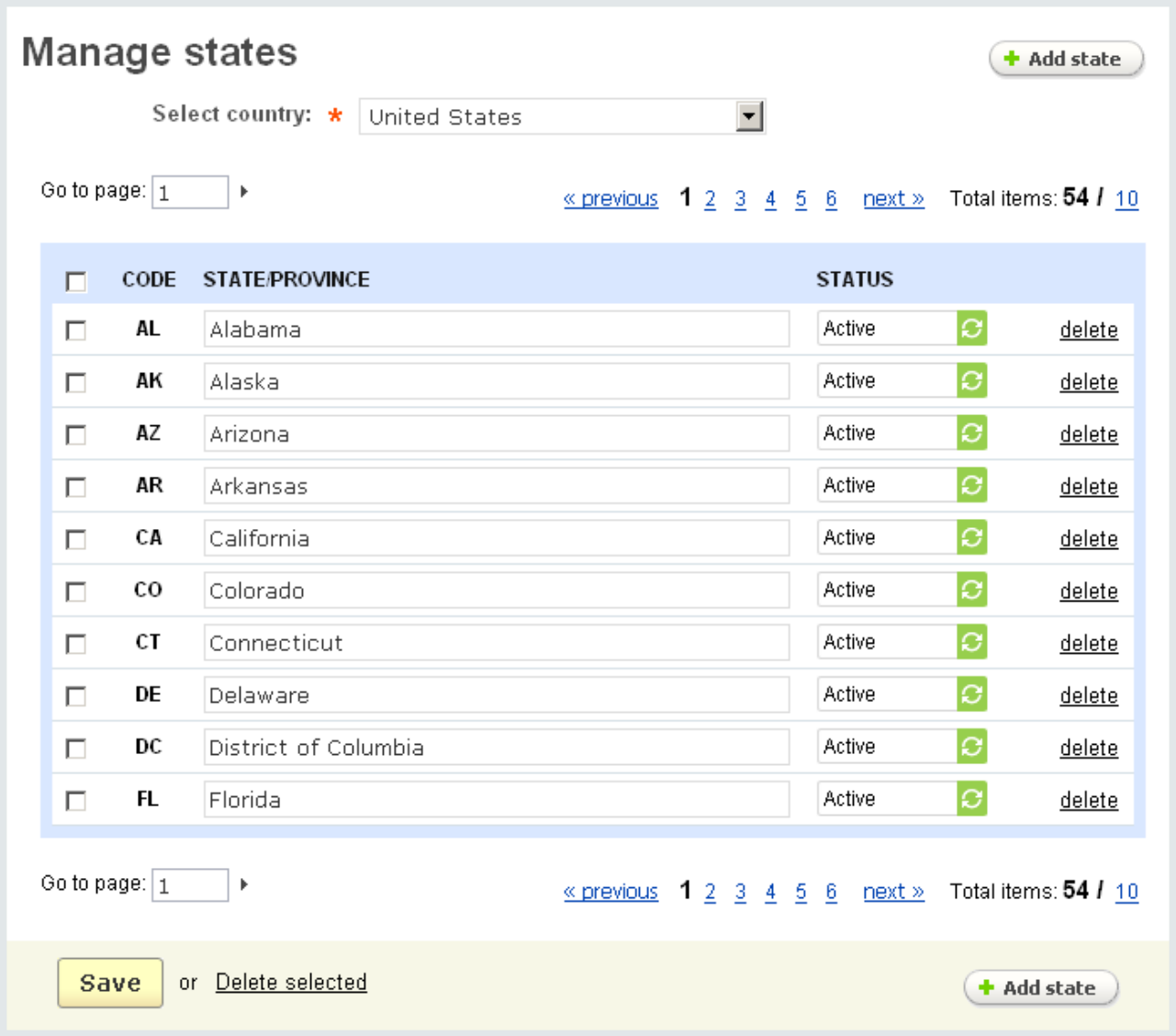
5.5.3 States

The form produced by clicking on the '**States**' link contains the following sections:

- **the '*Select country*' field**;
- **a list of states**.

The list of states is represented as a table consisting of the following columns:

- *Select column* – select the state;
- *Code* – code assigned to the state;
- *State/Province* – name of the state/province;
- *Status* – status of the state (Active - available (e.g. in the registration form in the storefront), Disabled - is not available in the storefront).


Manage states
Add state
Select country: * United States
Go to page: 1
« previous 1 2 3 4 5 6 next » Total items: 54 / 10
CODE STATE/PROVINCE STATUS
AL Alabama Active delete
AK Alaska Active delete
AZ Arizona Active delete
AR Arkansas Active delete
CA California Active delete
CO Colorado Active delete
CT Connecticut Active delete
DE Delaware Active delete
DC District of Columbia Active delete
FL Florida Active delete
Go to page: 1
« previous 1 2 3 4 5 6 next » Total items: 54 / 10
Save or Delete selected
Add state

Manage state

To edit state parameters:

- enter the desired information in the appropriate fields;
- click on Save .

To add a new state, use the '**Add state**' button. After entering all of the desired information in the pop-up form, click on Create to add the new state.

To delete a state from the list:

- click on the delete link of the state.

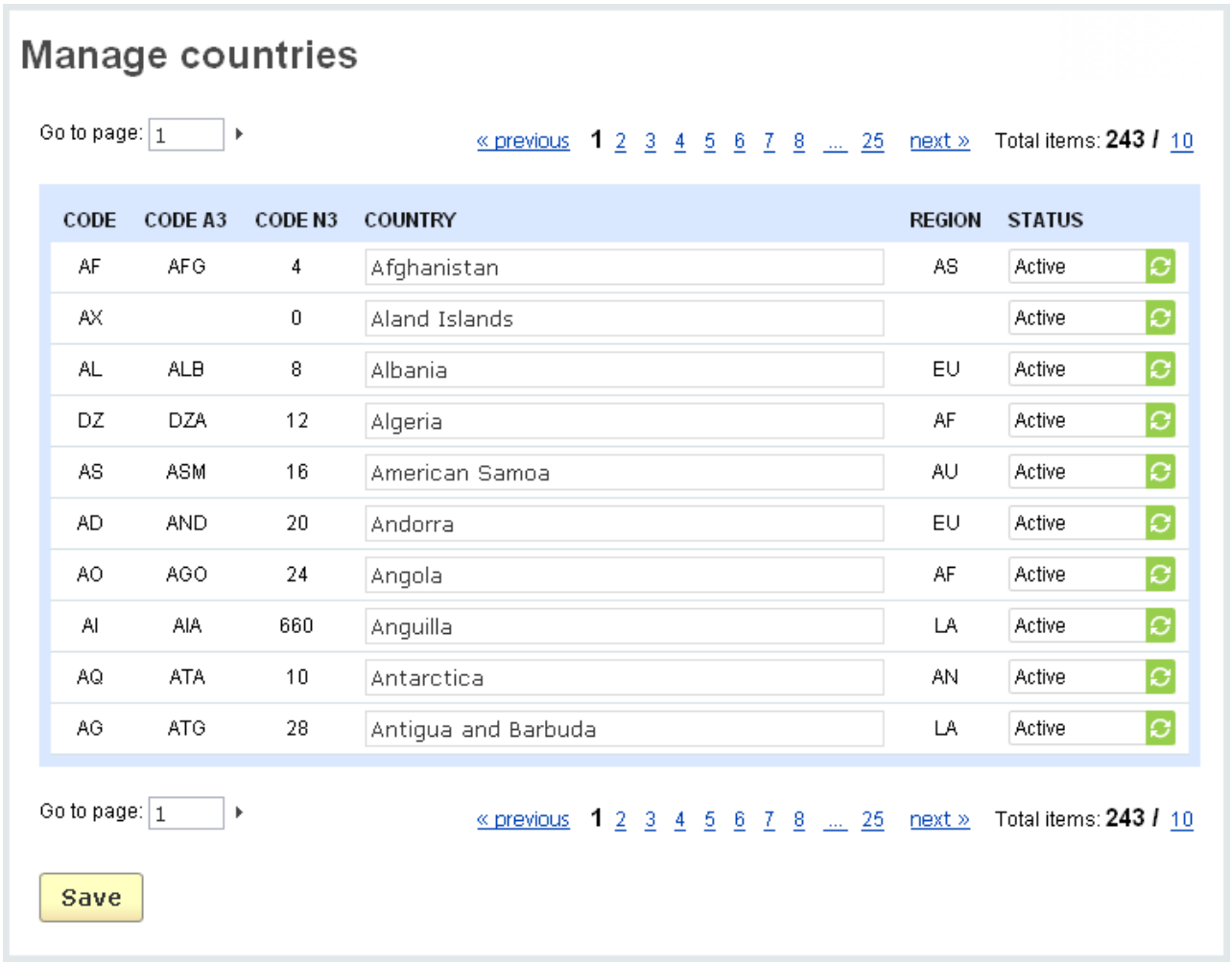
To delete several states at a time:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

5.5.4 Countries

The form produced by clicking on the '**Manage countries**' link contains the following columns:

- *Code* - 2-digit code assigned to the country;
- *Code A3* - 3-digit official code representing the name of the country in accordance with ISO;
- *Code N3* - numeric code of the country;
- *Country* - name of the country;
- *Region* - part of the world where the country is situated;
- *Status* - status of the country (Active - available (e.g. in the registration form in the storefront), Disabled - unavailable in the storefront).


Manage countries
Go to page: 1
« previous 1 2 3 4 5 6 7 8 ... 25 next » Total items: 243 / 10
CODE CODE A3 CODE N3 COUNTRY REGION STATUS
AF AFG 4 Afghanistan AS Active
AX 0 Aland Islands Active
AL ALB 8 Albania EU Active
DZ DZA 12 Algeria AF Active
AS ASM 16 American Samoa AU Active
AD AND 20 Andorra EU Active
AO AGO 24 Angola AF Active
AI AIA 660 Anguilla LA Active
AQ ATA 10 Antarctica AN Active
AG ATG 28 Antigua and Barbuda LA Active
Go to page: 1
« previous 1 2 3 4 5 6 7 8 ... 25 next » Total items: 243 / 10
Save

Manage countries

You can specify the number of countries displayed per page, as explained in the chapter **Administration->Settings->Appearance (Elements per page)**.

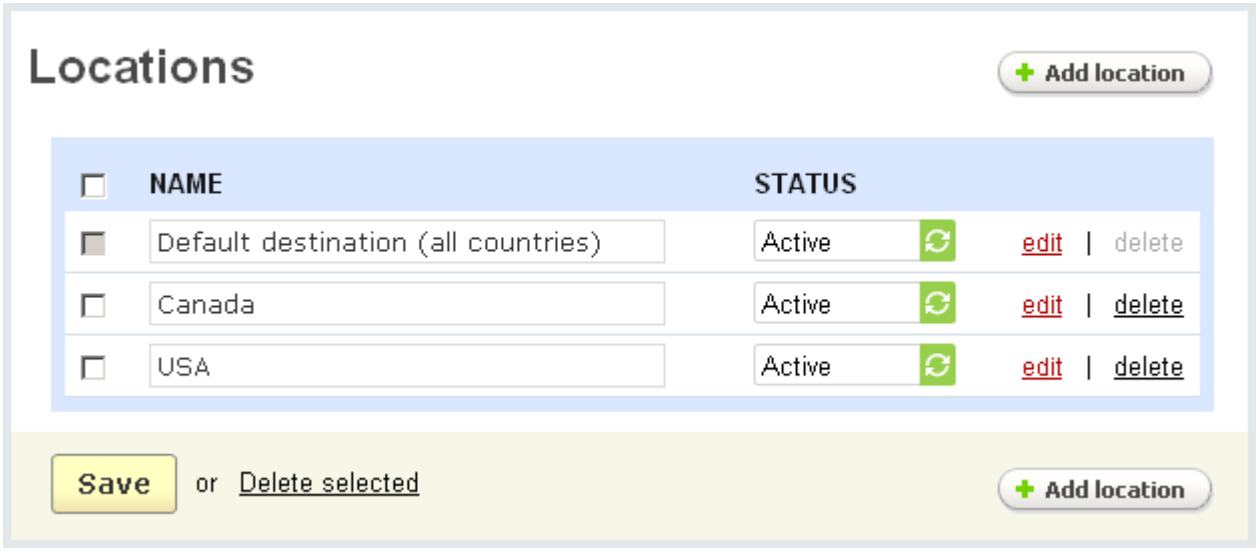
5.5.5 Locations

The dialog box produced by clicking on the '**Locations**' link contains a list of defined locations.

The list of defined locations is represented as a table consisting of the following columns:

- *Select column* – select the location;
- *Name* - name of the location;

- *Status* – status of the location (*Active* - the location is enabled and products can be shipped to this location, *Disabled* - if the location is disabled, products cannot be shipped to this location).



Locations

To edit location parameters (name, status):
- define the desired parameters;
- click on Save.

To add a new location, use the '**Add location**' section. When all parameters of the new location are defined, click on Save to add the new location.

To delete a location:
- click on the delete link of the location.

To delete several locations at a time:
- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

To edit location parameters, click on the edit link.
This will open the location parameters form, which contains the following sections:
- **General**;
- **Countries**;

- **States**;
- **Zip / Postal code**;
- **City**;
- **Addresses**.

You can specify the countries that you wish to list as possible locations by using the '**Countries**' section, which consists of two fields:

- the right-hand field is a list of all defined countries;

If you wish, you can edit a country's information, as explained in the chapter **Shipping / taxes->Countries**.

- the left-hand field is a list of the countries that you have selected as locations.

To choose a country as a location:

- choose the country in the right-hand field;.

To select multiple specifications, press and hold the Ctrl or Shift key.

- click on ⬅.

The selected country will be transferred from the right-hand field to the left-hand field.

To delete a country from the location list:

- choose a country or countries that you want to delete in the left-hand field;
- click on ➡.

The selected countries will be transferred from the left-hand field to the right-hand field.

Countries

You can specify the states that you wish to list as possible locations by using the '**States**' section, which consists of two fields.

- the right-hand field is a list of all defined states;

If you wish, you can edit a state information, as explained in the chapter **Shipping/taxes->States**.

- the left-hand field is a list of the states that you have selected as locations.

To choose a state as a location:

- choose a state or states in the right-hand field;

To select multiple states, press and hold the Ctrl or Shift key.

- click on ⬅.

The selected states will be transferred from the right-hand field to the left-hand field.

To delete a state from the location list:

- choose a state or states that you want to delete in the left-hand field;

- click on ➡.

The selected states will be transferred from the left-hand field to the right-hand field.

States

You can also add locations by zip code using the '**Zip / Postal code**' section. You are allowed to use wildcards in this field: ? = any single character, * = any number of characters.

For example:

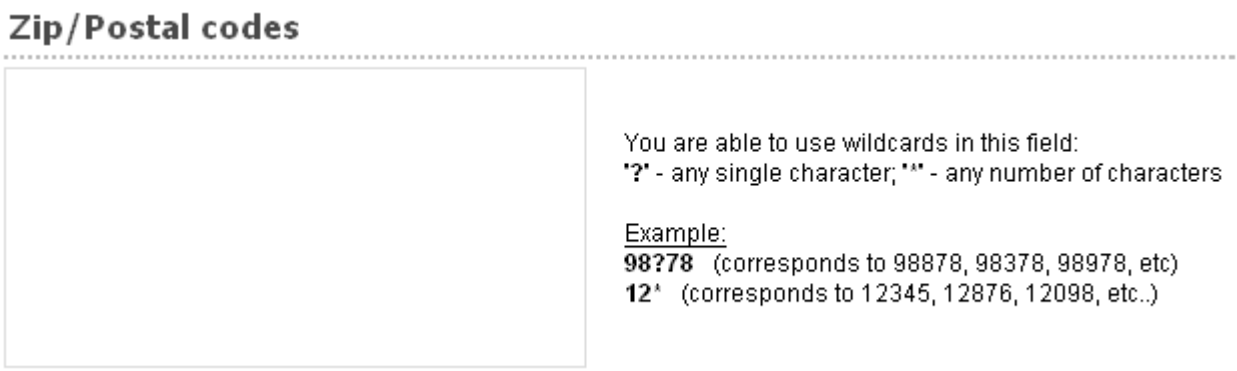
- '**98?78**' corresponds to '**98178**', '**98278**', '**98378**', '**98478**', '**98578**', '**98678**', '**98778**', '**98878**', '**98978**', '**98078**';

- '**12***' corresponds to '**12345**' '**12876**' '**12098**' etc.

If you need to input several separate zip code entries, you must enter them in separate rows.

For example, to enter '12345', '65327' and '94432' you should do the following:

- enter '**12345**';
- press 'Enter';
- enter '**65327**';
- press 'Enter';
- enter '**94432**';
- press 'Enter'.


Zip/Postal codes
You are able to use wildcards in this field:
"?" - any single character; "*" - any number of characters
Example:
98?78 (corresponds to 98878, 98378, 98978, etc)
12* (corresponds to 12345, 12876, 12098, etc..)

Zip/Postal codes

You can add a city as a location by using the '**City**' section. It is permitted to use wildcards in this field: ? = any single character, * = any number of characters.

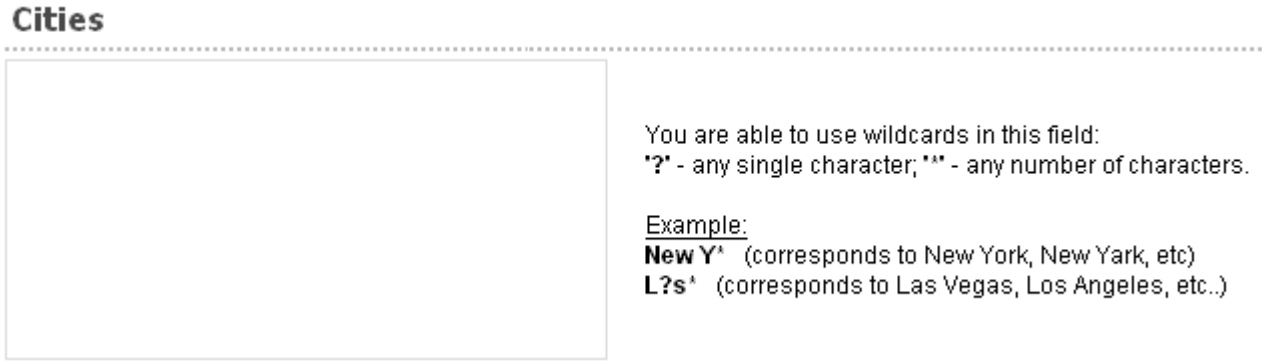
For example:

- '**New Y***' corresponds to: '**New York**', '**New Yark**' etc;
- '**L?s***' corresponds to '**Las Vegas**', '**Los Angeles**' etc.

If you need to put several separate cities, you must enter them in separate rows.

For example, for entering '**Boston**', '**Chicago**', '**Atlanta**' you should do the following:

- enter '**Boston**';
- press 'Enter';
- enter '**Chicago**';
- press 'Enter';
- enter '**Atlanta**';
- enter 'Enter'.


Cities
You are able to use wildcards in this field:
"?" - any single character; "*" - any number of characters.
Example:
New Y* (corresponds to New York, New Yark, etc)
L?s* (corresponds to Las Vegas, Los Angeles, etc..)

Cities

You can add location addresses by using the '**Addresses**' section. It is permitted to use wildcards in this field: ? = any single character, * = any number of characters.

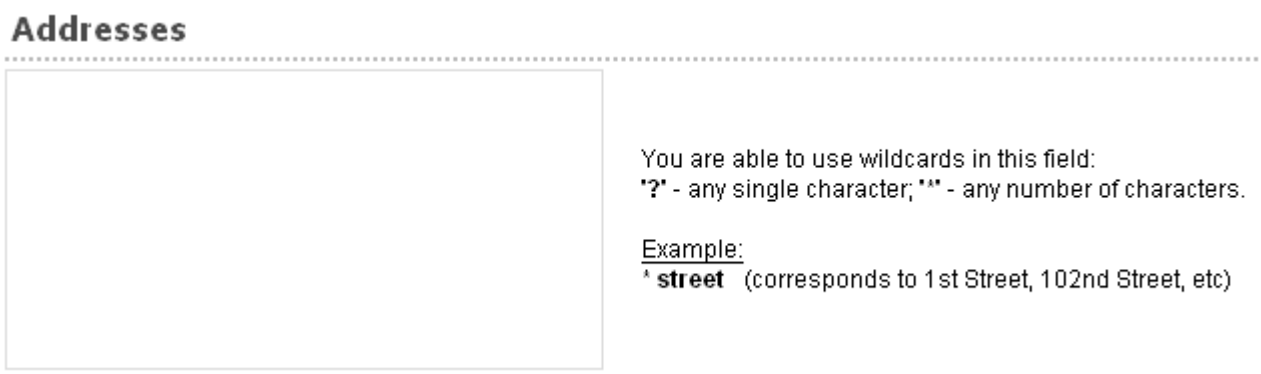
For example:

- '*** street**' corresponds to: '**1st street**', '**102nd street**' etc;

If you need to put several values you must enter them in separate rows.

For example, to enter '**Oak street**', '**Poplar street**' and '**Elm street**' you should do the following:

- enter '**Oak street**';
- press 'Enter';
- enter '**Poplar street**';
- press 'Enter';
- enter '**Elm street**';
- press 'Enter'.


Addresses
You are able to use wildcards in this field:
"?" - any single character; "*" - any number of characters.
Example:
* street (corresponds to 1st Street, 102nd Street, etc)

Addresses

After entering all of the desired location information, click on Save.

5.5.6 Localizations

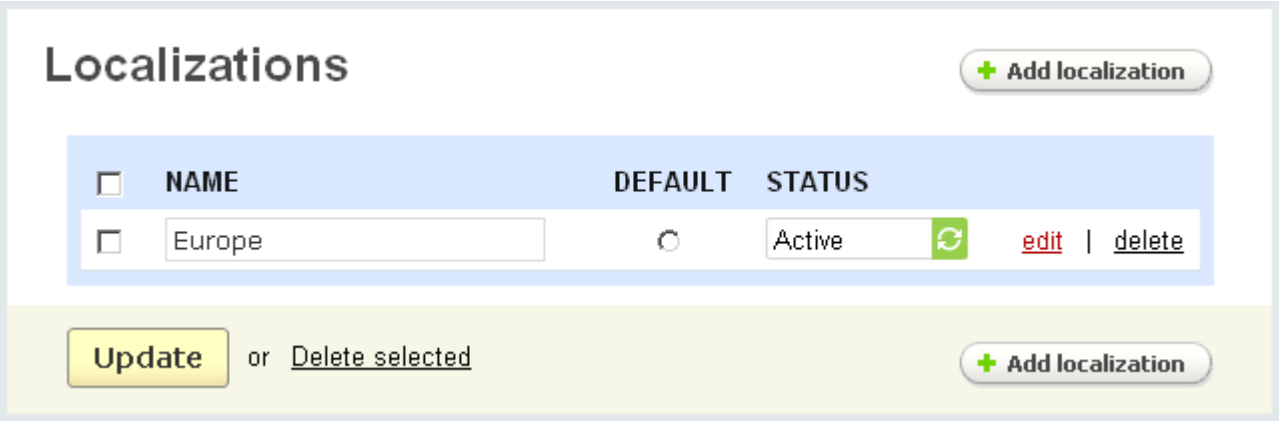
Localization is a means of adapting the software to regional differences. Using the feature you can adapt the store for a specific region with its currency, language and measures of weight.

You create a certain localization (e.g. Europe); define a specific measure of weight (e.g. kg) if necessary; then select countries that will constitute the localization, select currency (e.g. Euro) and language for this localization. Click on the **Save** button and the localization will be created. Also on the corresponding pages you can define what categories, products, store locations, shipping methods, credit cards and locations will be defined for this localization.

When a customer registers or signs in, the system identifies whether the country specified in his/her profile fits any localization. If yes, the parameters will be displayed according to the settings of the localization.

Do remember to define products and categories for the localization, otherwise no products will be displayed for customers of this localization in the storefront.

On the page is given a list of all defined localizations. Names of the locations and their statuses are shown on the page.



Localizations

To delete a localization from the list:

- click on the delete link of the entry you want to delete.

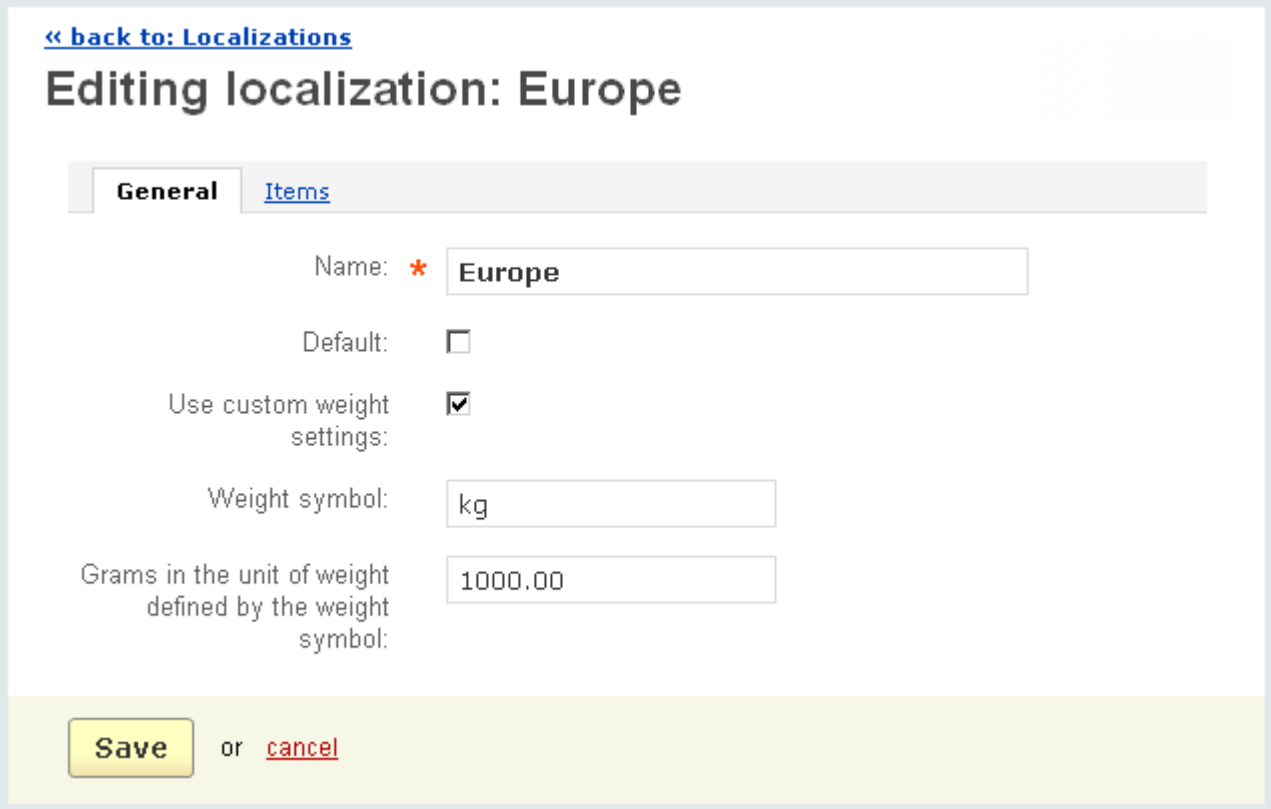
To add a localization use the Add localization button.

To edit a localization click on the edit link and you will see the **Editing localization** page with two tabs **General** and **Items**.

In the tab **General** you can edit the following parameters:

- *Name* - name of the localization;
- *Default* - tick off to use the default weight settings for this localization;
- *Use custom weight settings* - tick off to use custom weight settings;
- *Weight symbol* - enter a weight symbol for this localization;
- *Grams in the unit of weight defined by the weight symbol* - enter the number of grams in the weight unit defined above.

If you make any changes click on the Save button to save them in the database. To cancel the changes click on the cancel link.



Editing localization

In the tab **Items** you select what countries constitute the localization, what currencies and languages will be used for this localization.

Here you see three sections (Countries, Currencies, Languages), each with two fields (left-hand field and right-hand field). All available items are shown in the right-hand fields, while selected items are shown in the left-hand fields. So to select items to a localization, you need to transfer them from the right-hand field to the left-hand field.

To choose a country (currency, language) for a localization:

- choose a country (currency, language) in the right-hand field;
- click on ⬅.

The selected countries (currencies, languages) will be transferred from the right-hand field to the left-hand field.

To delete a country (currency, language) from a localization:

- choose a country (currency, language) that you want to delete in the left-hand field;

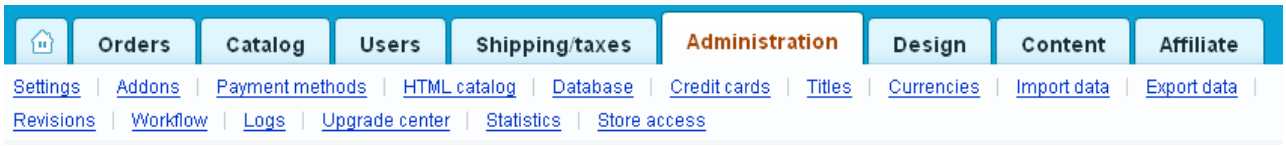
- click on .

The selected countries (currencies, languages) will be transferred from the left-hand field to the right-hand field.

Also, using the signs you can change the order of the selected items.

5.6 Administration

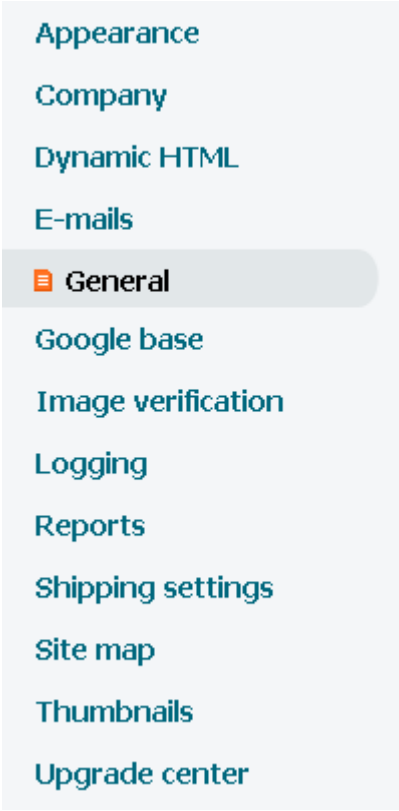
The '**Administration**' section contains a number of options for managing your store.


Orders
Catalog
Users
Shipping/taxes
Administration
Design
Content
Affiliate
Settings | Addons | Payment methods | HTML catalog | Database | Credit cards | Titles | Currencies | Import data | Export data |
Revisions | Workflow | Logs | Upgrade center | Statistics | Store access

Administration

5.6.1 Settings

'**Settings**' consists of a number of sections, which are all displayed on the right of the page:



Settings

5.6.1.1 Appearance

This option allows you to adjust the appearance of the storefront and the admin panel:

- **Administrator settings** – the admin panel parameters;

You can change the following parameters:

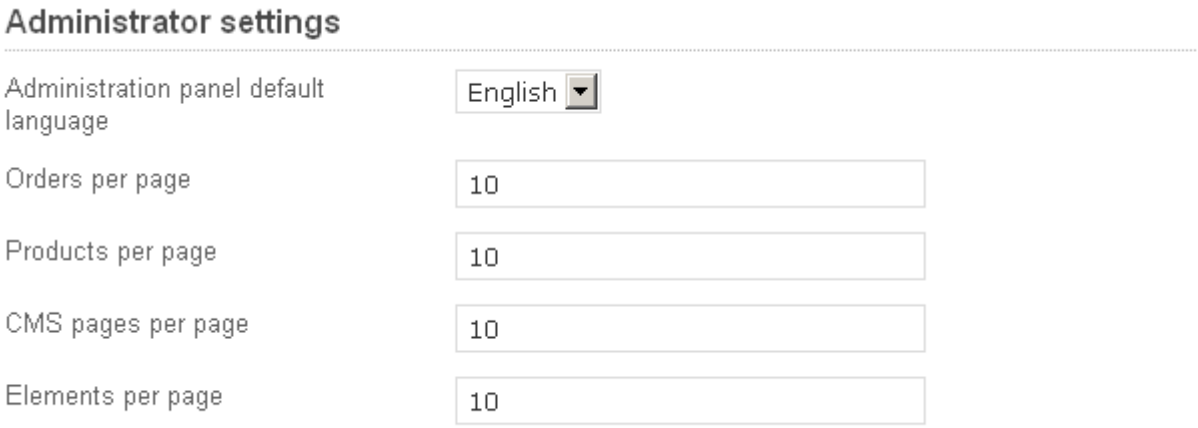
- *Administrator area default language* - the language in which all variables are displayed.

- *Orders per page* - the number of orders which are displayed per page as described in the '**Order**' chapter;

- *Products per page* - the number of products which are displayed per page as described in the '**Catalog**' chapter;

- *CMS pages per page* - the number of content pages which are displayed per page as described in the '**CMS**' chapter;

- *Elements per page* - the number of items which are displayed per page as described in the remaining chapters;



Administration area settings

- **Customer settings** – storefront parameters.

This section includes the following parameters:

- *Customer area default language* - language in which all variables are displayed in the storefront;

- *Orders per page* - number of orders displayed per page;

- *Products per page* - number of products displayed per page;

- *Thumbnail width on product list page(leave empty to use original size)*;

- *Elements per page* - number of items displayed per page;

- *Number of columns in the product list* - specify how the products will be displayed on the products list pages (in 1 column, 2 columns, etc.). This option is applicable to the **Grid** product list layout;

- *Notice displaying time (to turn off the autohide function enter 0)* - specify how long (in seconds) a notification is displayed after a customer adds a product to cart, to wishlist, to compare list;

- *Product list default sorting* - specify how the products on the products list pages will be arranged (Default, Name - by name in alphabetical order, Price - in ascending order of price (lowest to highest), Popularity - by popularity rating (highest to lowest), Bestselling - by the number of sold items (highest to lowest);

- *Estimate taxes using default address on cart/checkout pages* - if this check box is enabled and a customer hasn't entered any information about himself, the taxes will be counted on the basis of the default address and displayed on the cart and checkout pages;

- *Display prices with taxes on category/product pages* - tick it off so that product subtotal and total (displayed on the category and product pages) will include the taxes;

- *Display prices with taxes on cart/checkout pages* - tick it off so that product subtotal and total (displayed on the cart and checkout pages) will include the taxes;

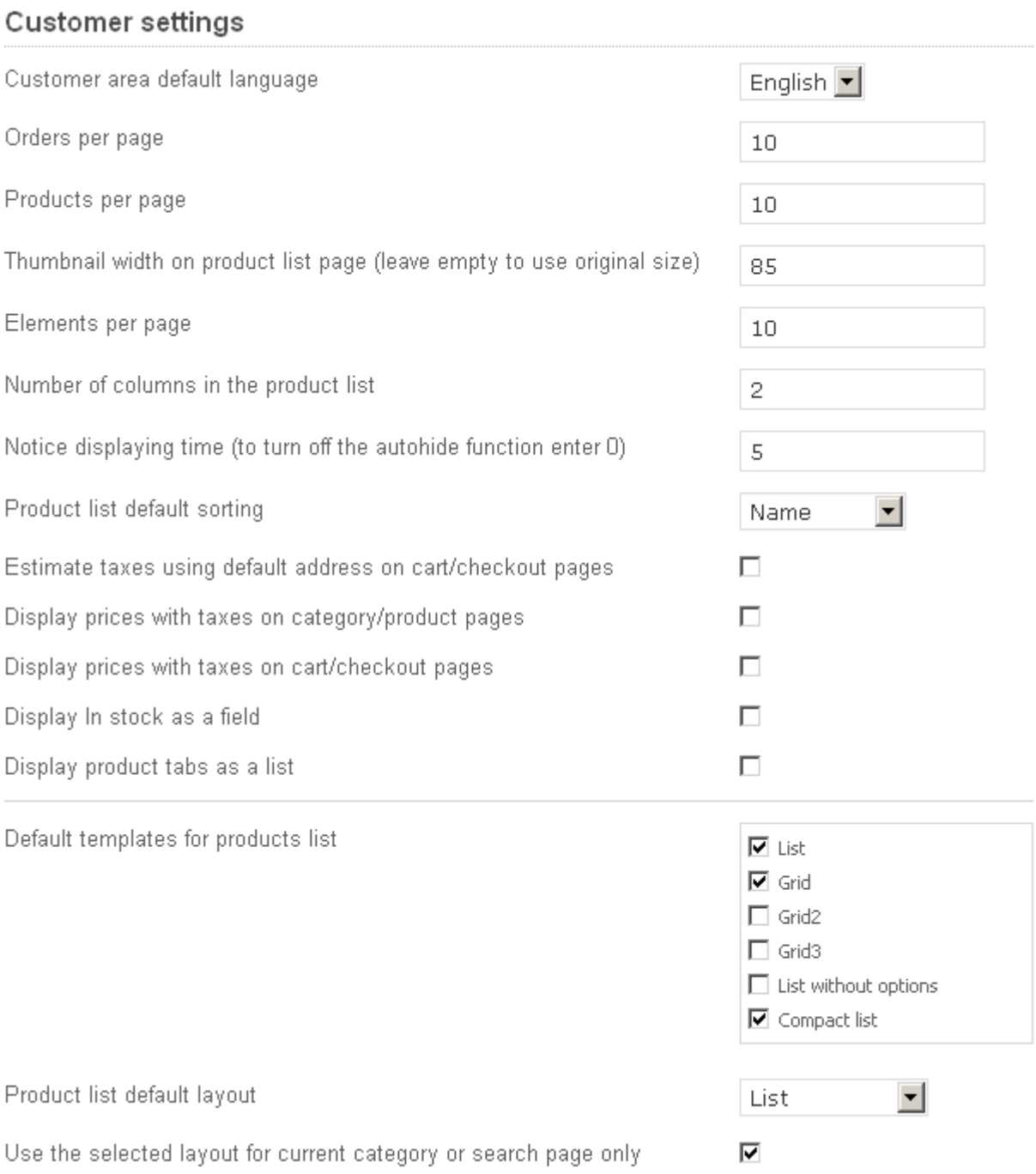
- *Display In stock as a field* - if disabled, just the notification **In stock** is displayed in the storefront. If the option is enabled, customers will see how many items are in stock.

- *Display product tabs as a list* - if enabled, product tabs are displayed as a list (one by one) on the product details page in the storefront;

- *Default templates for products list* - list of available templates for products list display in the storefront. By default there are three templates, but you can easily add your own one. To do it, you need to place your template in the directory skins/basic/customer/views/categories/custom_templates and make it available by ticking off in this section;

- *Product list default layout* - the layout that will be used by default for all categories except the categories that have their own layouts defined;

- *Use the selected layout for current category or search page only* - if the option is enabled and you enter a category and change the layout from default to another type, the selected layout will be used only for this category. But if the option is disabled, the selected layout type will be applied to all subsequent categories.



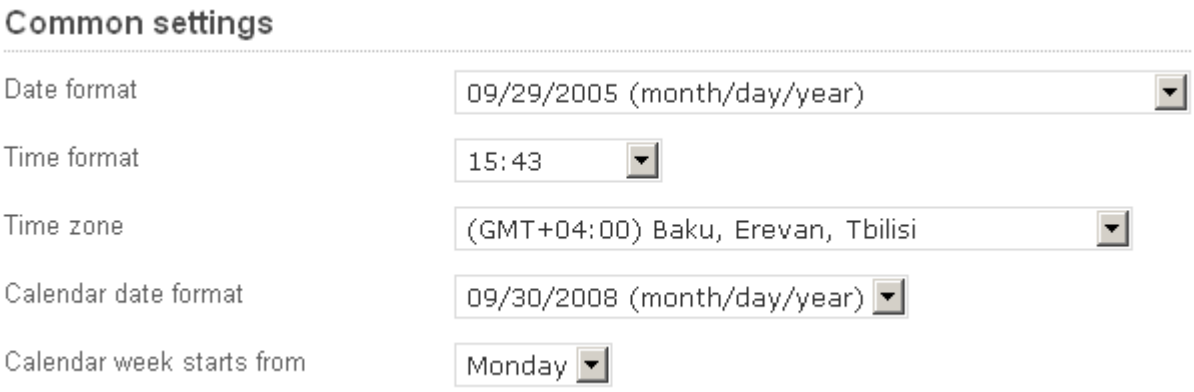
Customer storefront settings

'***Common settings***' – set up the settings concerning date and time formats in the store.

This section contains the following parameters:

- *Date format*;
- *Time format*;

- *Time zone*;
- *Calendar date format*;
- *Calendar week starts from*.



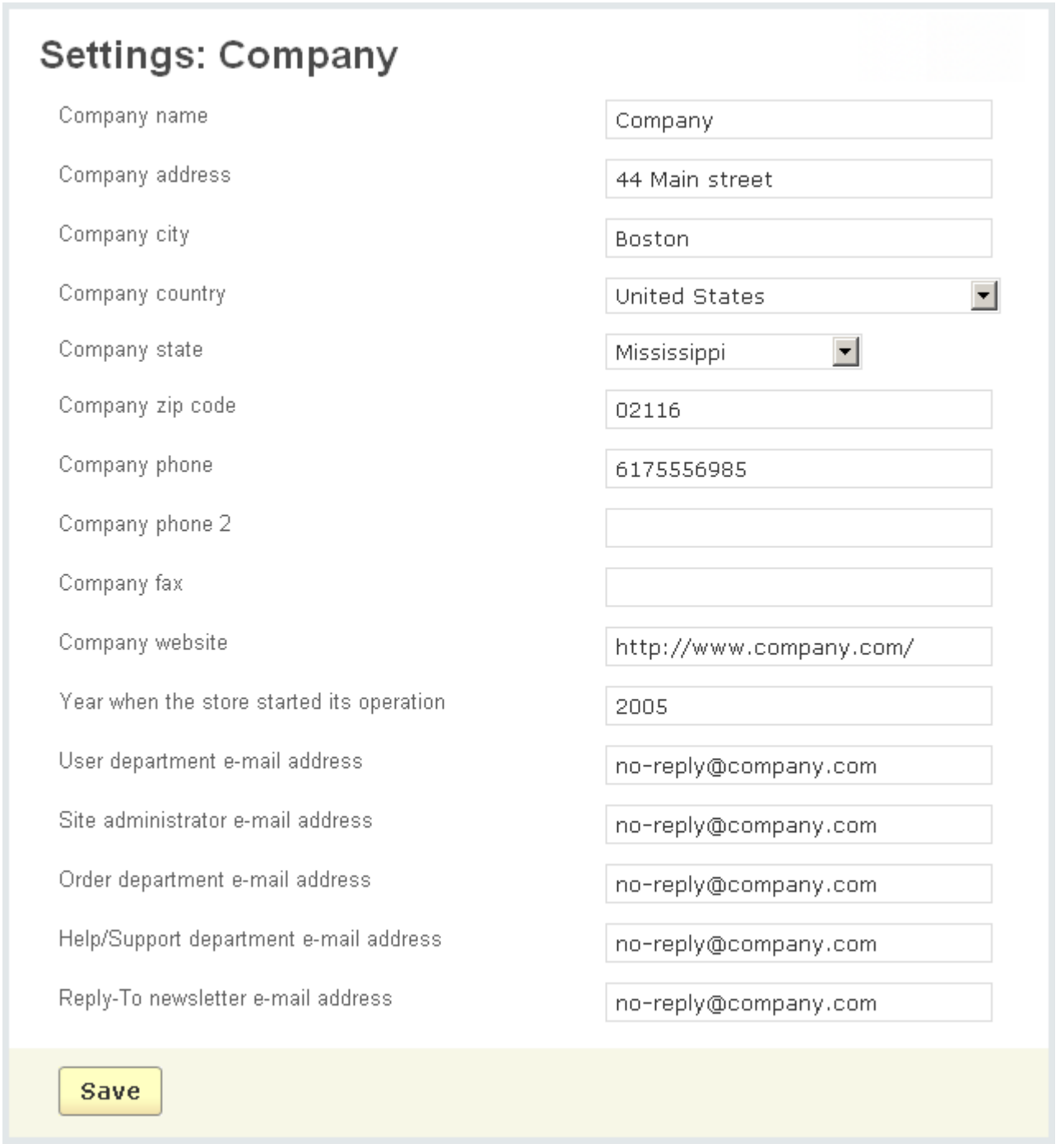
Common settings

After entering all desired information, click on Save.

5.6.1.2 Company

This option allows you to add information about your company that will be used in e-mails. You can enter the following parameters:

- *Company name*;
- *Company address*;
- *Company city*;
- *Company country*;
- *Company state*;
- *Company zip code*;
- *Company phone*;
- *Company phone 2*;
- *Company fax*;
- *Company website*;
- *Year when the store started its operation*;
- *User department e-mail address*;
- *Site administrator e-mail address*;
- *Order department e-mail address*;
- *Help/Support department e-mail address*;
- *Reply-To newsletter e-mail address*.



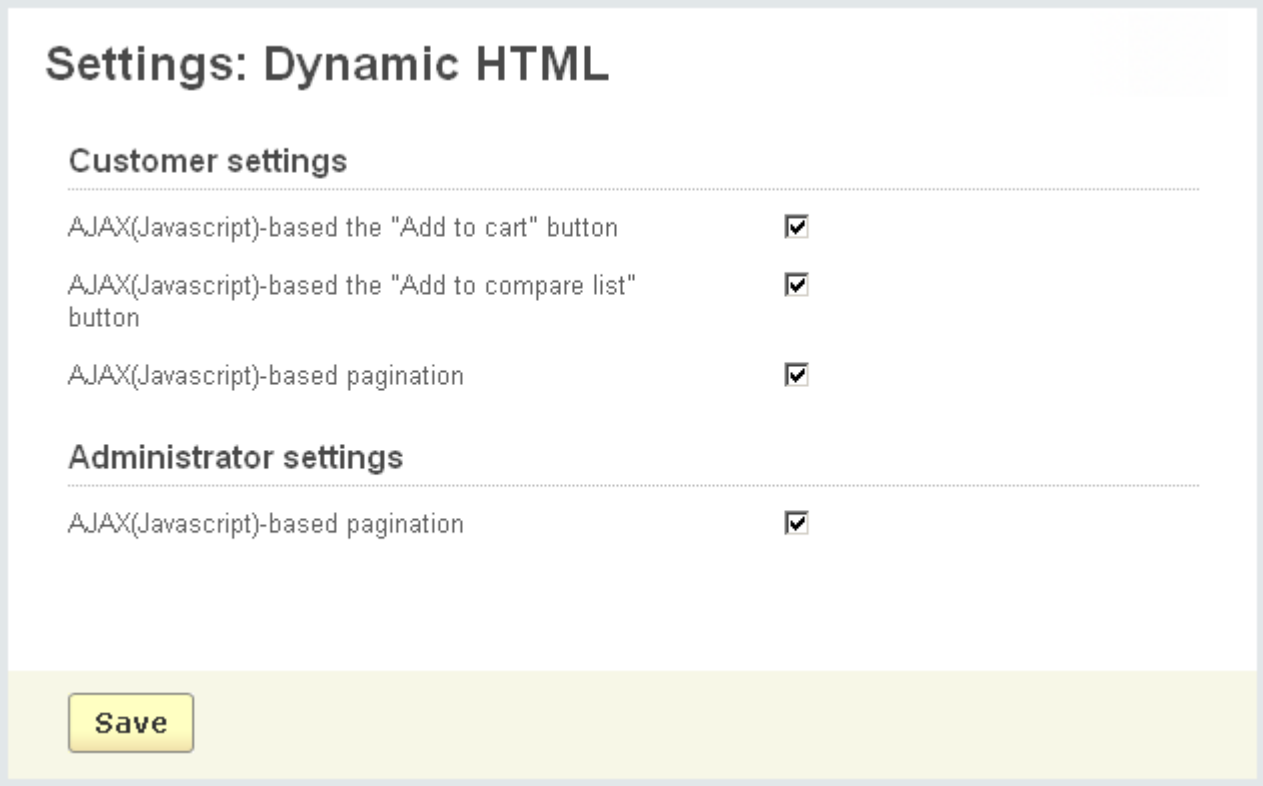
Company

When all the desired information is entered, click on Save.

5.6.1.3 Dynamic HTML

Javascript has the capability to dynamically alter a Web page by generating new HTML elements to be displayed. It allows to update a part of the page without its full reloading which increases usability.

You can enable Javascript pagination in the customer and administration areas. As for customer area Add to cart and Add to Wish List buttons can be Javascript-based (when such a button is clicked, the content of "Cart" (~"Compare products"~) side box will be updated accordingly and the corresponding message will be displayed for the customer without the whole page reloading).



Dynamic HTML pages

If any changes are made then click on Save.

5.6.1.4 E-mails

You can configure the following e-mail parameters using this option:

- *Method of sending e-mails*;

The CS-Cart shopping cart software includes three choices of sending e-mails: '**via php mail function**', '**via SMTP server**', '**via sendmail program**'.

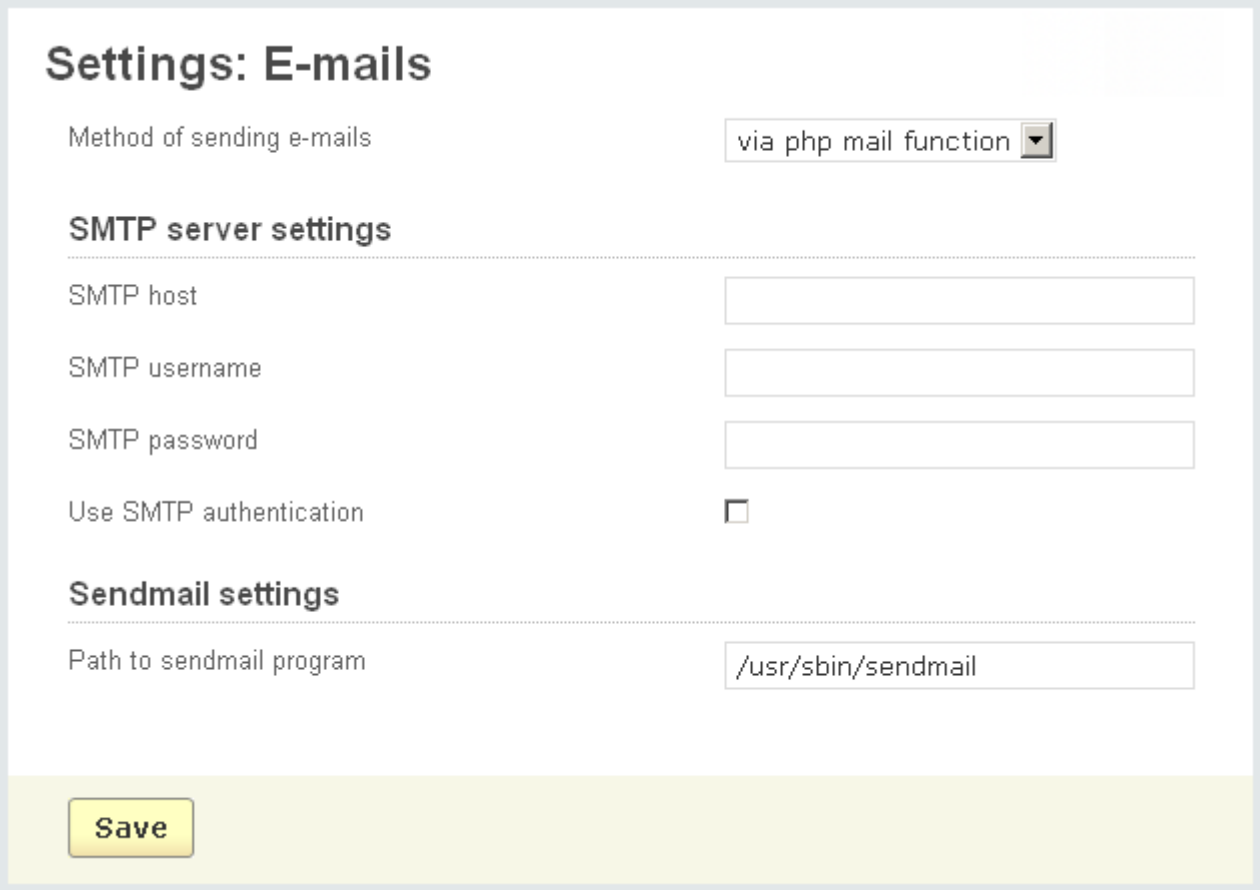
If you are using an SMTP server, you will need to enter the appropriate values for the following parameters into the '**SMTP server settings**' section:

- *SMTP host*;
- *SMTP username*;
- *SMTP password*;
- *Use SMTP authentication* - tick off the check box to enable SMTP authentication.

If you are using a sendmail program, you will need to enter the appropriate path into the '**Sendmail settings**' section:

- *Path to sendmail program.*

By default this path is '/usr/sbin/sendmail'. Otherwise, contact your sever administrator.



E-mails

5.6.1.5 General

This option lets you specify a variety of general store characteristics. Using this section you can manage the following settings:

Using this section you can manage the following settings:

- *Enable secure connection at checkout (SSL certificate is required to be installed on your server)* - if this option is enabled, CS-Cart works through HTTPS at checkout in the front-end of your CS-Cart. Please make sure SSL certificate is installed on your server before enabling this setting.

- *Enable secure connection in the administration panel (SSL certificate is required to be installed on your server)* - if this option is enabled, CS-Cart works through HTTPS in administrator area of your CS-Cart. Please make sure SSL certificate is installed on your server before enabling this setting.

- *Enable secure connection for authentication, profile and orders pages (SSL certificate is required to be installed on your server)* - if this option is enabled, CS-Cart works through HTTPS on login and register/update profile pages in the front-end of your CS-Cart. Please make sure SSL certificate is installed on your server before enabling this setting.

- *Template debugging console* - this enables the Smarty debug console, which may help you in customizing your store design (a javascript console window pops up and gives you the names of all included templates and assigned variables for the current page). Note that Smarty debug console is displayed for you in the storefront only when you are logged in under the administrator account.

Smarty Debug Console

included templates & config files (load time in seconds):

```
index.tpl (0.09047) (total)
   meta.tpl (0.00062)
   scripts/form_scripts.tpl (0.00193)
   top.tpl (0.00914)
      top_quick_links.tpl (0.00201)
      buttons/search_go.tpl (0.00189)
   main.tpl (0.07261)
      side_boxes/orders.tpl (0.00310)
         common_templates/sidebox.tpl (0.00126)
      side_boxes/catalog.tpl (0.00591)
         common_templates/sidebox.tpl (0.00126)
      side_boxes/users.tpl (0.00303)
         common_templates/sidebox.tpl (0.00107)
      side_boxes/shippings_taxes.tpl (0.00283)
         common_templates/sidebox.tpl (0.00107)
      side_boxes/locations.tpl (0.00308)
         common_templates/sidebox.tpl (0.00111)
      content.tpl (0.02449)
         common_templates/breadcrumbs.tpl (0.00127)
         look_n_feel_pages/settings.tpl (0.01841)
            look_n_feel_pages/sections.tpl (0.00138)
            buttons/update.tpl (0.00422)
               buttons/button.tpl (0.00235)
            common_templates/mainbox.tpl (0.00415)
      side_boxes/logout.tpl (0.01025)
```

Smarty Debug Console

- *Alternative currency display format* - select 'Show prices in selected currency only' if you want product prices to be displayed for your customers only in the selected currency in the front-end. If 'Show prices in default and selected currencies' is selected and a customer selects alternative currency in Currencies select box in the front-end, product prices will be displayed both in base currency and in the selected currency(in parentheses).

- *Weight symbol* - enter the symbol of the preferred unit of weight (e.g. lb, kg, etc.).

- *Grams in the unit of weight defined by the weight symbol* - the number of grams in the selected unit of weight.

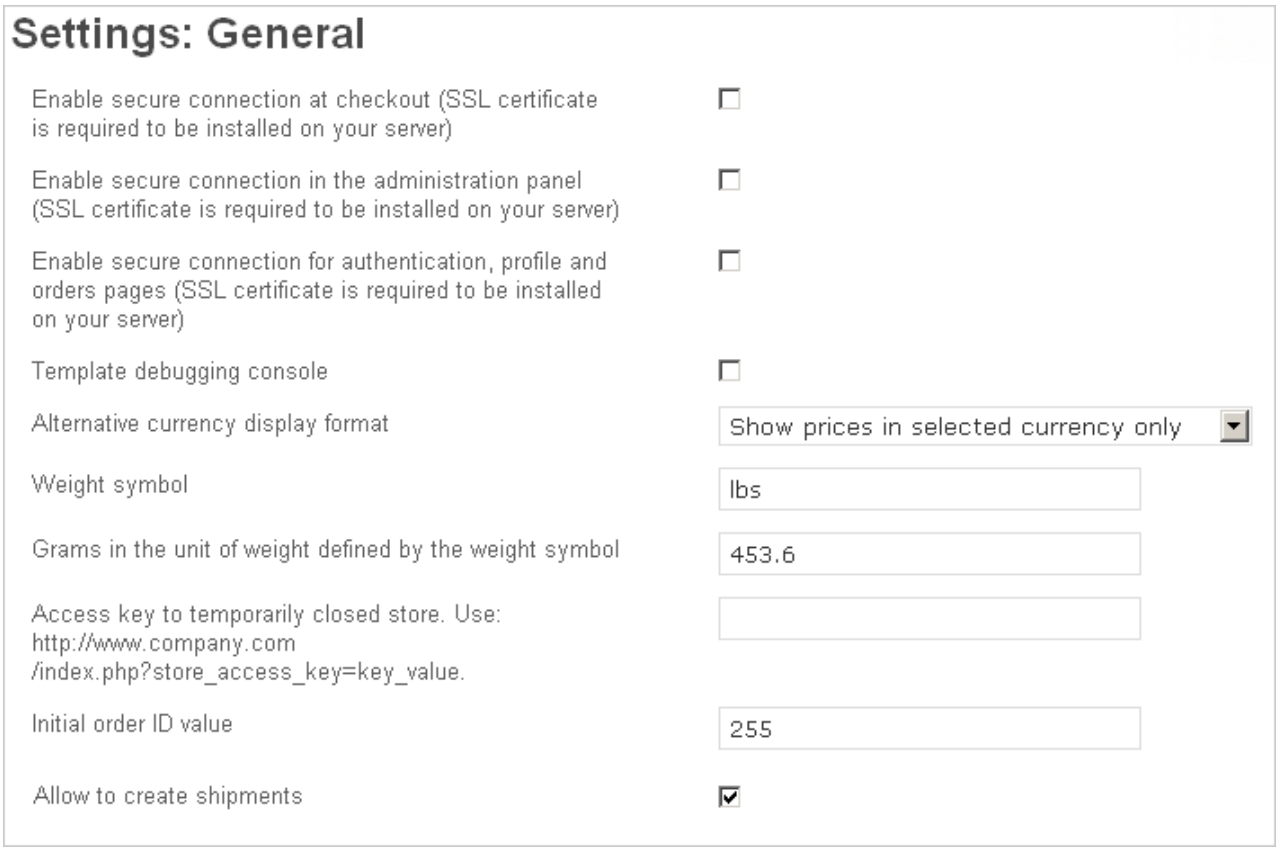
- *Access key to temporarily closed store* - this field can be used if you wish to close the store temporarily. For example, if you enter the word 'givemetheway' in this field and click on **Close store** at the bottom of any page in the admin panel, your store will

be closed, but you can still access it by entering the following link: 'http://www.your_company.com/index.php?store_access_key=givemetheway'. To open the store again, simply click on the **Open store** link (it is not necessary to remove the word from the "Access key to temporarily closed store" field).

Please note that when the store is temporarily closed most real-time payment systems (e.g. PayPal) do not work.

- *Initial order ID value* - enter order ID (integer number) that will be given to the next order placed in your store. The number cannot be less than maximum order ID existing in the store;

- *Allow to create shipments* - tick off to allow the administrator to ship the order in different batches.


Settings: General
Enable secure connection at checkout (SSL certificate is required to be installed on your server)
Enable secure connection in the administration panel (SSL certificate is required to be installed on your server)
Enable secure connection for authentication, profile and orders pages (SSL certificate is required to be installed on your server)
Template debugging console
Alternative currency display format
Show prices in selected currency only
Weight symbol
lbs
Grams in the unit of weight defined by the weight symbol
453.6
Access key to temporarily closed store. Use: http://www.company.com /index.php?store_access_key=key_value.
Initial order ID value
255
Allow to create shipments

General

'**Default location**' contains the following items:

- *Default address*- customer's address by default. This address will be used in case of an unregistered customer.

- *Default zipcode* - customer's zip code by default. This zip code will be used in case of an unregistered customer.

- *Default city* - customer's city by default. This city will be used in case of an unregistered customer.

- *Default country* - customer's country by default. The '*Country*' select box on Register account page and on Customer information one at checkout will be predefined to the value of this field.

- *Default state* - customer's state by default. The '*States*' select box on Register account page and on Customer information one at checkout will be predefined to the value of this field.

- *Default phone* - customer's phone by default. This phone will be used in the case of an unregistered customer.

Default location

'**Catalog**' contains the following elements:

- *Enable inventory tracking* - if this option is enabled, the system will automatically update the quantity of product in the inventory when an order is placed;

- *Allow negative amount in inventory* - this option allows you to continue selling a product even if the amount in inventory is zero;

- *Download key TTL(for electronically distributed products), hours* - you can define the period of time allowed for a customer to perform the actual download of purchased downloadable product.

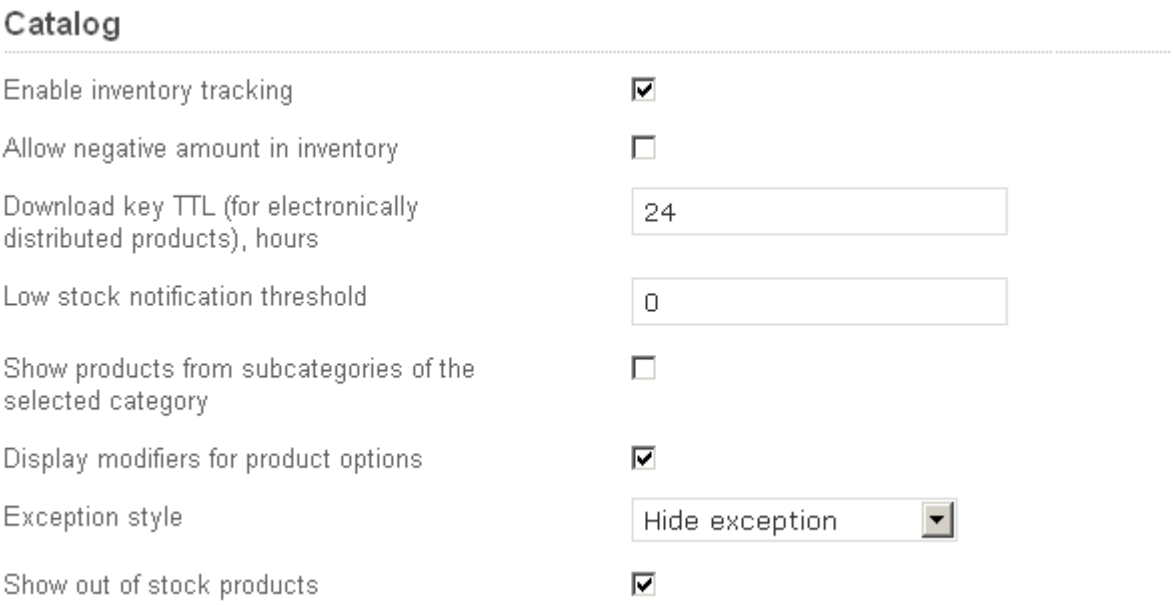
- *Low stock notification threshold* - if the number of products in inventory is less than this threshold, store administrator will get a notification about it by e-mail.

- *Show products from subcategories of the selected category* - if the check box is ticked off, products from subcategories will be displayed on the page of the main category.

- *Display modifiers for product options* - when the check box is enabled then if a product variant has a modifier, it is displayed in the storefront.

- *Exception style* - define the behavior of product option exceptions (*Hide exception* - exceptions will not be displayed in the storefront, *Show warning on exception* - if the exception is chosen, a notification is displayed).

- *Show out of stock products* - when ticked off then even products that are not in stock are displayed in the storefront. When the check box is disabled out of stock products data are stored in the database but they are not displayed in the storefront.



Catalog

In the '**Promotions**' section you can edit the following parameters:

- *Allow customers to use single discount coupon only* - if this option is enabled customers can use only one discount coupon;

- *If discount coupon is used, don't apply other discounts* - if the option is enabled then when customers use a coupon other discounts applied to the product are nullified.

Promotions

The '**Users/cart**' section consists of the following elements:

- *Allow users to create multiple profiles (shipping and billing addresses) for one account* - a user can have multiple profiles. For example, he could have a profile for personal orders, another for office use and another for ordering for friends and family.

- *Allow customers to store credit card data in profile* - tick off to allow customers to add their credit card data (card number, cardholder's name, expiration date) on the profile page.

- *Minimum order amount* - the minimum amount of money that is needed for placing an order;

- *Allow shopping for unlogged customers* - customers can add products to the cart without need of being logged in.

- *Disable anonymous checkout* - if the check box is ticked off, customers can place orders without need of being registered in the store before the purchase.

- *Redirect customer to the cart contents page if non-AJAX addition to a cart is used* - if this option is enabled and AJAX addition to cart is disabled, the customer will automatically be taken to the cart contents page after adding the product to cart.

- *Allow customer to sign up for user group* - if this check box is enabled, customers can sign up for user groups in the storefront.

- *Administrator must activate new user accounts* - if the check box is ticked off, newly created customer accounts are inactive until the store administrator activates them manually.

- *User e-mail is used as login* - tick off the check box in order to use e-mail instead of username for logging in (both for the storefront and administration panel).

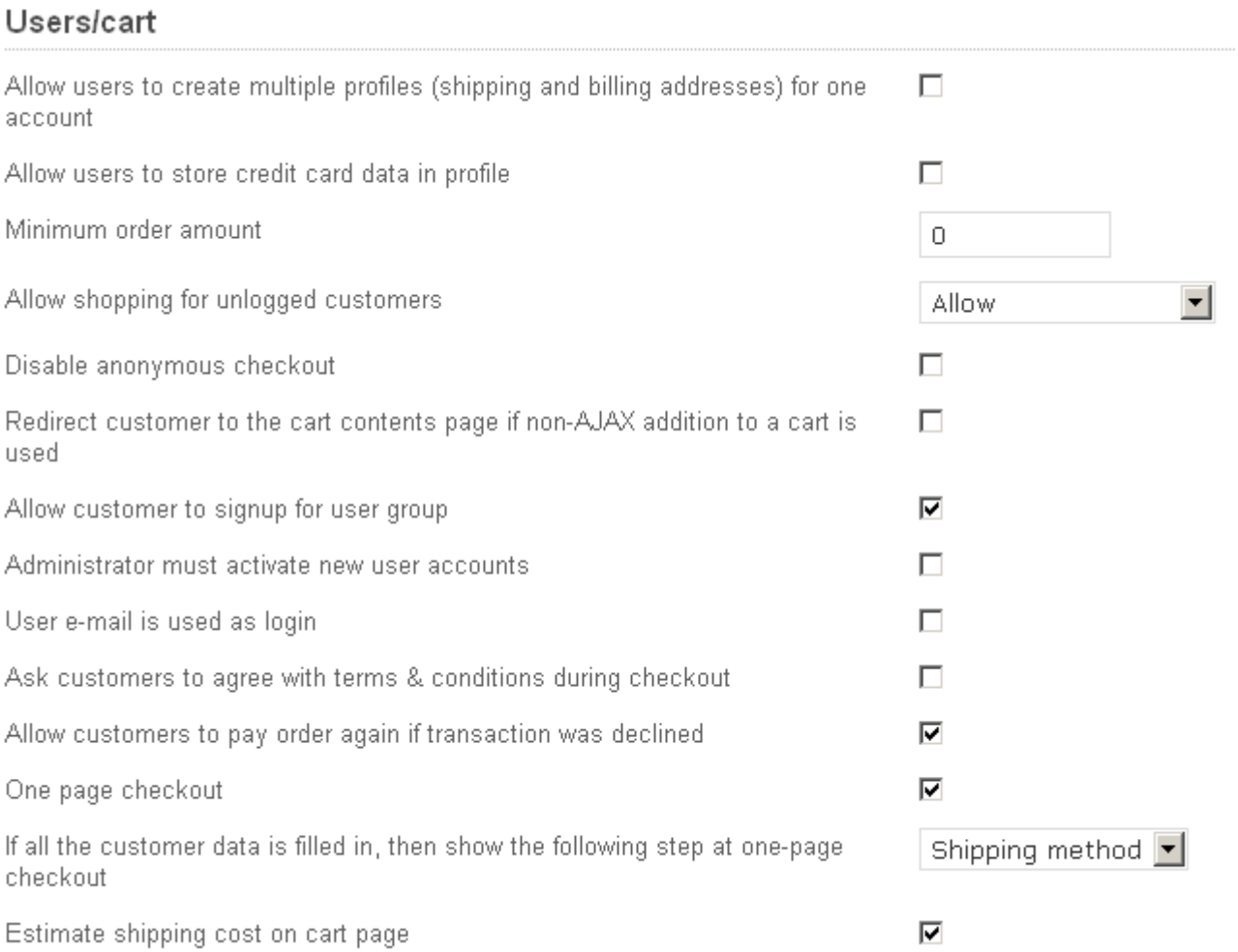
- *Ask customers to agree with terms & conditions during checkout* - if the check box is ticked off, customers will be asked to accept terms and conditions at the checkout;

- *Allow customers to pay order again if transaction was declined* - when it is ticked off, customers can attempt to make the transaction once again if the previous one failed.

- *One page checkout* - tick off to display all checkout steps on one page in the storefront.

- *If all the customer data is filled in, then show the following step at one-page checkout* - select which step (Payment method or Shipping method) will be displayed after all the customer data is filled in.

- *Estimate shipping cost on cart page* - if this check box is enabled, the form for estimating shipping cost is displayed on the cart page in the customer storefront.

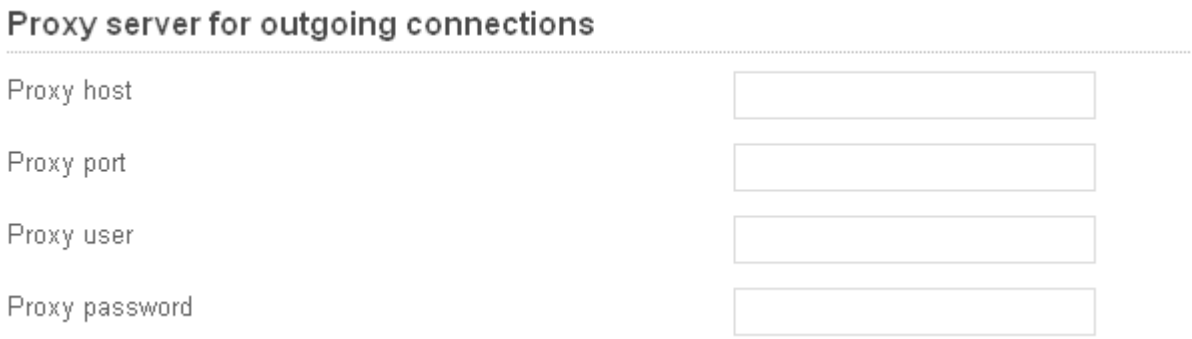

Users/cart
Allow users to create multiple profiles (shipping and billing addresses) for one account
Allow users to store credit card data in profile
Minimum order amount
0
Allow shopping for unlogged customers
Allow
Disable anonymous checkout
Redirect customer to the cart contents page if non-AJAX addition to a cart is used
Allow customer to signup for user group
Administrator must activate new user accounts
User e-mail is used as login
Ask customers to agree with terms & conditions during checkout
Allow customers to pay order again if transaction was declined
One page checkout
If all the customer data is filled in, then show the following step at one-page checkout
Shipping method
Estimate shipping cost on cart page

Users/cart

Proxy server for outgoing connections

Here you define the settings for outgoing connections.

- *Proxy host* - name of your proxy host (e.g. www.proxyname.com);
- *Proxy port* - enter your proxy port (e.g. 8080);
- *Proxy user* - proxy username;
- *Proxy password*.



Proxy settings

Search options

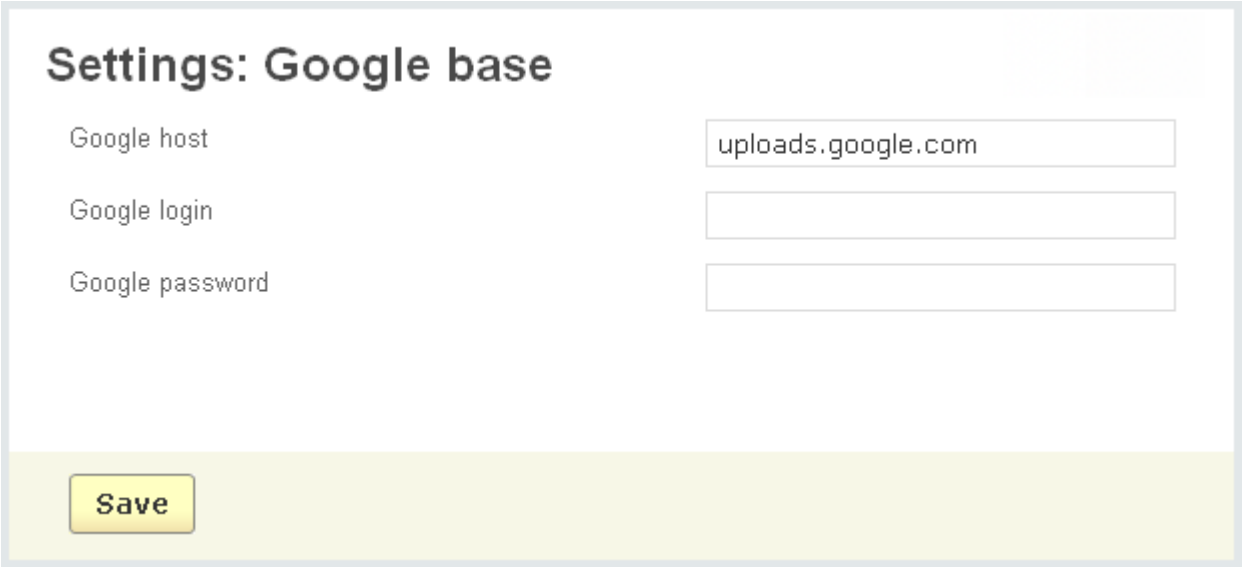
- Search also in - tick off the corresponding options to make a search in Pages, Site news.

Search options

To save the changes in the database click on Save

5.6.1.6 Google base

CS-Cart has the ability to export your product catalog in Google format and upload it to its server automatically. CS-Cart can upload the exported catalog to Google server only if PHP is configured with '--enable-ftp' key on your server. In order to check whether this option is enabled on your server, open the 'PHP information' page or contact your hosting provider.



Google base

The '**Google base**' section consists of the following fields:

- *Google host* - uploads.google.com by default;
- *Google login* - your Google account login;
- *Google password* - your Google account password;

If you edit the value of some fields, click on Save to save the changes.

5.6.1.7 Image verification

Image verification is added to prevent spam from automated systems. Use it in order to make sure the one who completes the form on your site is human. For this feature the following parameters can be specified:

- *Image width* – the width of the verification image;
- *Image height* – the height of the verification image;
- *String length* – the number of characters in the image;
- *Number of grid lines* – specify the number of lines in grid;
- *Grid color (hexadecimal code)* – define the color of the grid in the image,
- *Minimal font size* – specify the minimum font size used in the image;
- *Maximal font size* – specify the maximum font size used in the image;
- *String type* – choose whether the string will contain only digits, only letters or both: digits and letters;
- *Character shadows* – tick off to display character shadows;

- *Color* – tick off to display color characters in the image;

- *Path to background image (relative to CS-Cart root directory)* – type here the path to the background image;

- *Do not use verification if user is logged in* – tick off to disable the verification for logged in users;

- *Do not use verification after first valid answer* – tick off to disable the verification after the first valid answer.

In the '**Use for**' section select the forms which the image verification will be applied to. You can select among the following forms: Login form, Register form, Custom forms, Send to friend form, Comments and reviews forms, Checkout (user information) form.

To apply the verification:

- tick the necessary forms;

- click on Save.

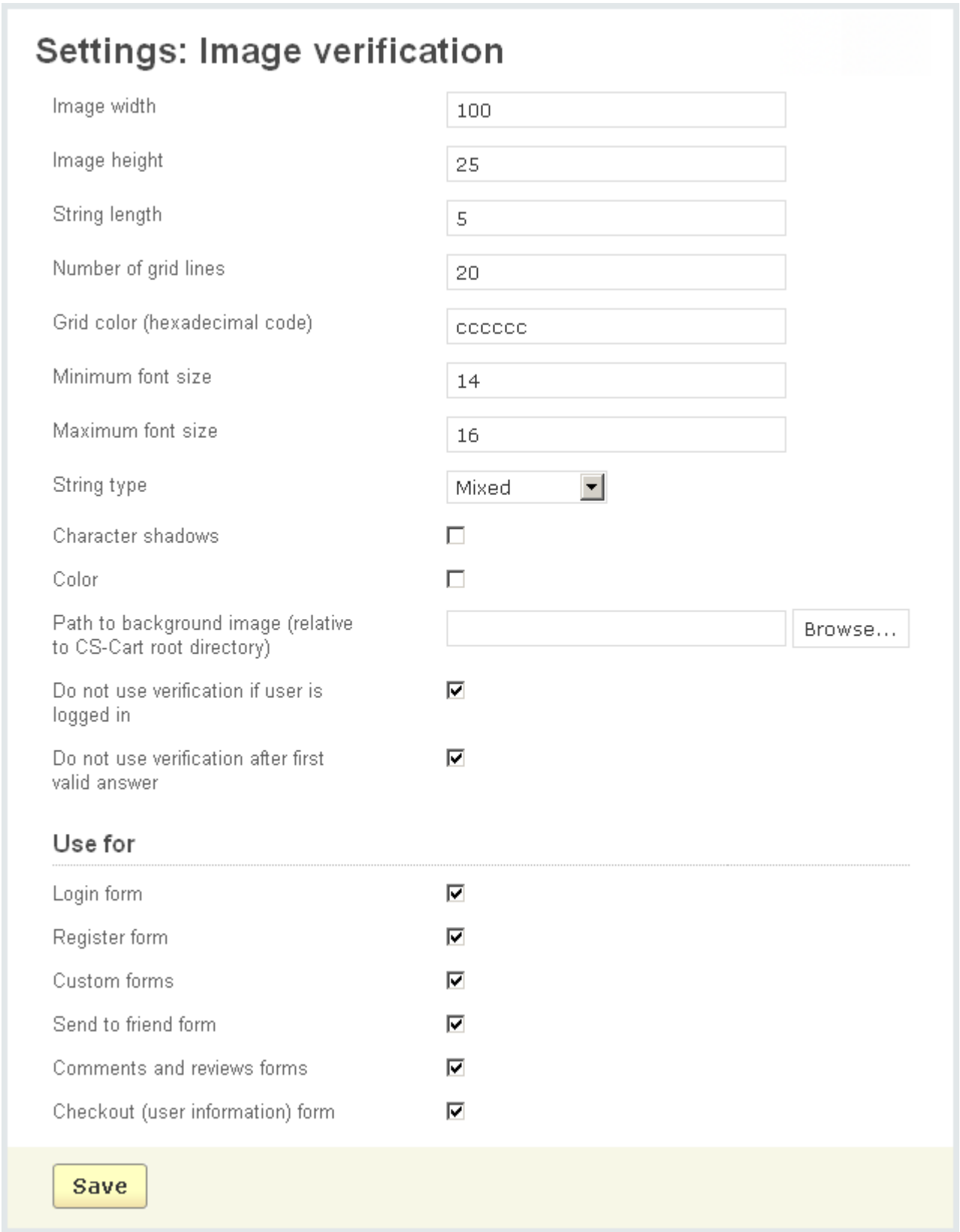


Image verification

5.6.1.8 Logging

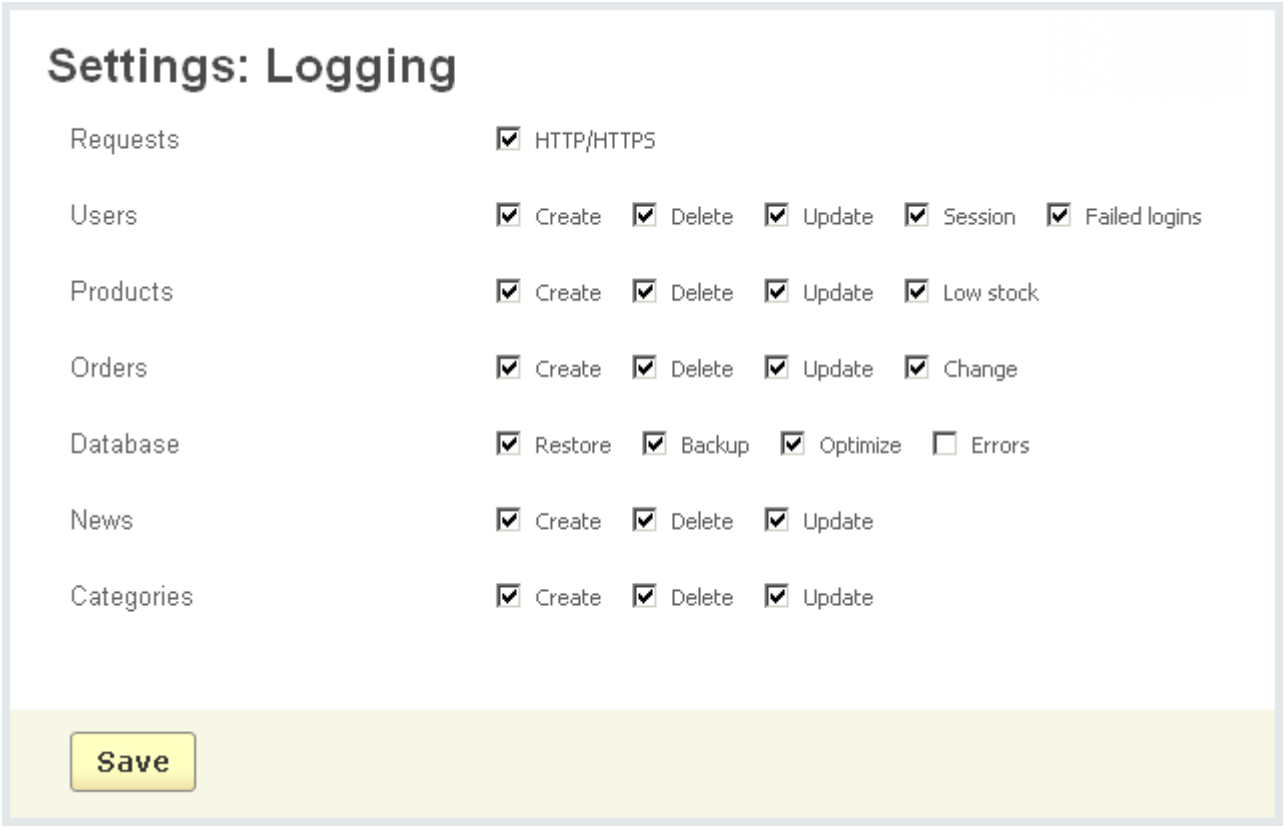
This feature allows you to enable or disable various types of logging in order to save information about some changes, errors or events if necessary.

The log data can grow large so it is advisable to delete the log information periodically. The log files are stored in the 'var/log' directory of your CS-Cart installation.

Log files can be created in relation to categories, database, news, orders, products, requests and users.

- *Requests* – HTTPS requests can be logged;
- *Users* – logs can be created when a new user is created or the existing one is updated or deleted, also user's sessions and failed logins can be logged;
- *Products* – logs can be created when a new product is added or the existing one is updated or deleted, also logs can be created when the number of products is low;
- *Orders* – logs can be created when a new order is created or the existing one is updated, changed or deleted;
- *Database* – logs can be created when the database is optimized, backed up or restored, also database errors can be logged;
- *News* – logs can be created when news is created, deleted or updated;
- *Categories* – logs can be created when a new category is created or the existing one is updated or deleted.

To enable the desired logging, just tick off the corresponding option and click on the **Save** button.

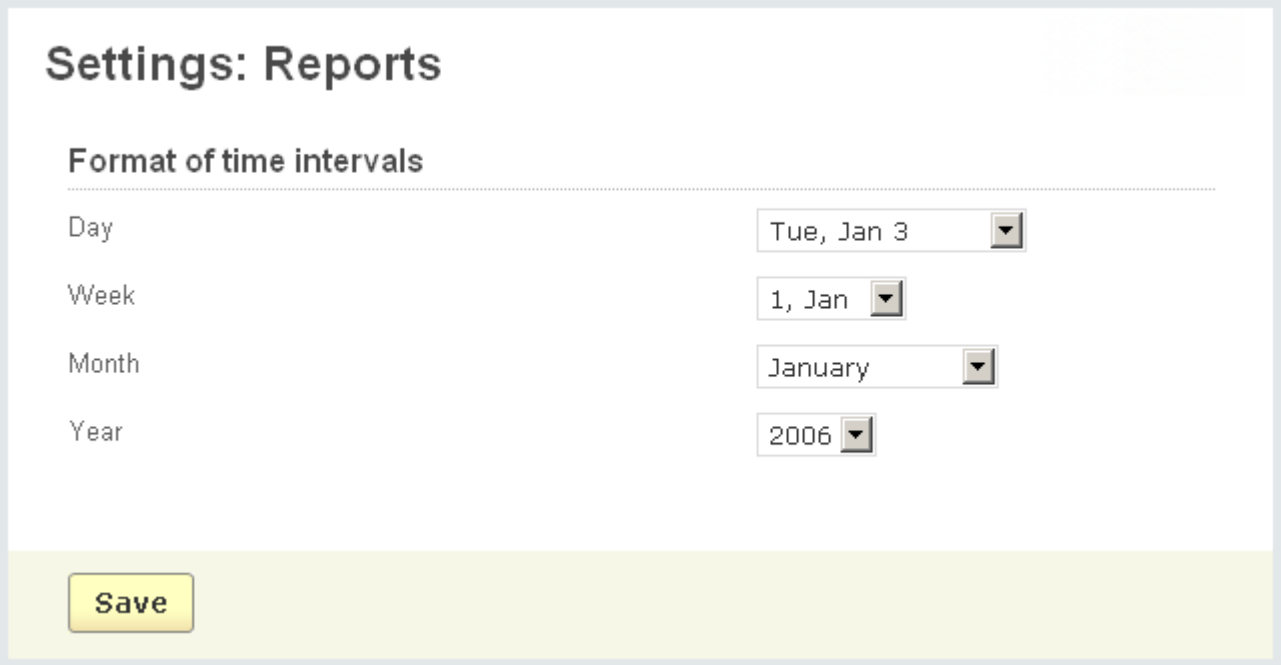


Logging

If you place or remove a check mark, click on Save to save the changes.

5.6.1.9 Reports

The '**Reports**' page allows to choose the format of time intervals displayed in report charts. You can edit format of 'Day', 'Week', 'Month', 'Year'.



Reports

If you change the value of some fields, click on Save to save the changes in the database.

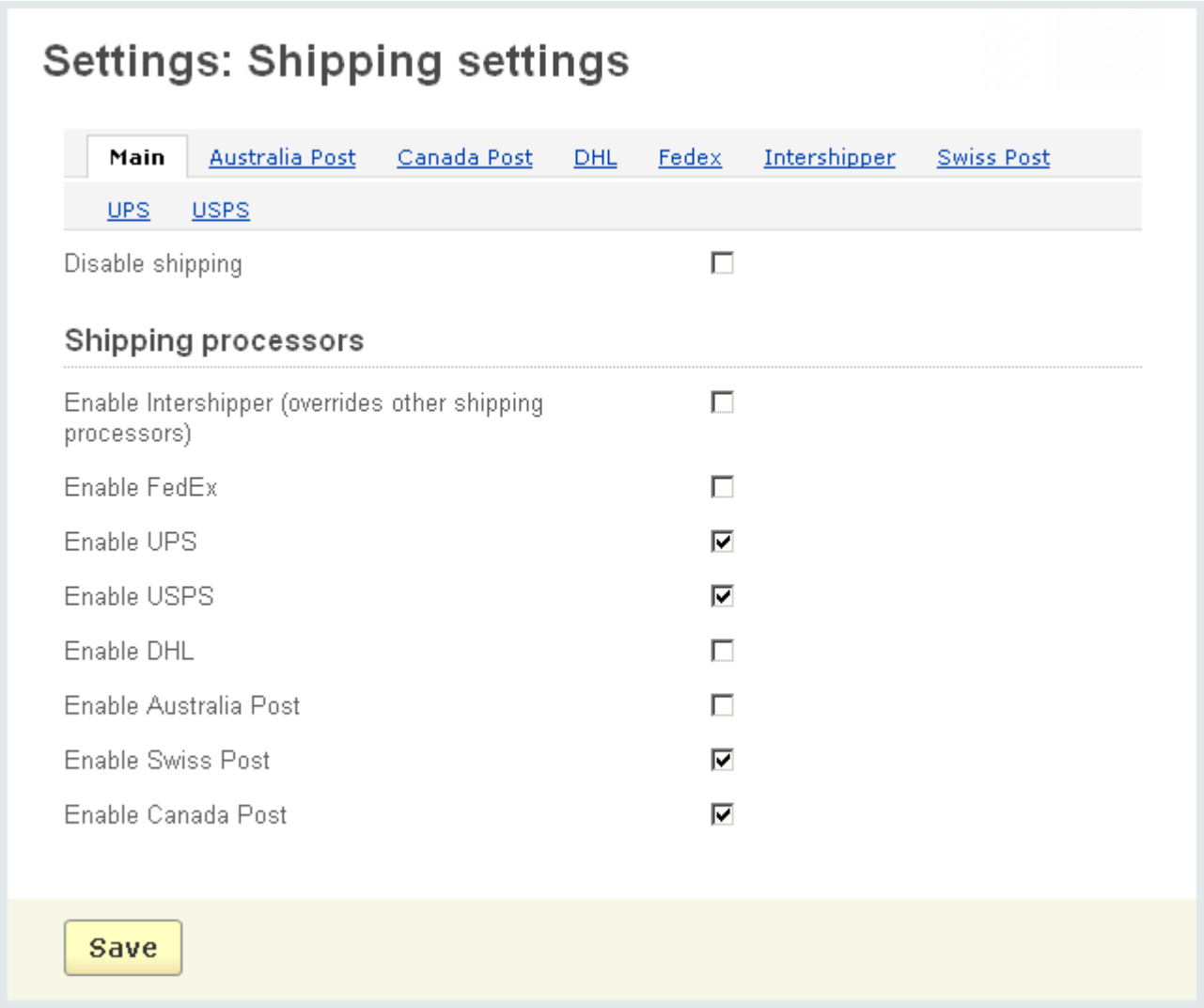
5.6.1.10 Shipping settings

This option allows you to configure real-time shipping methods (with their associated shipping charges).

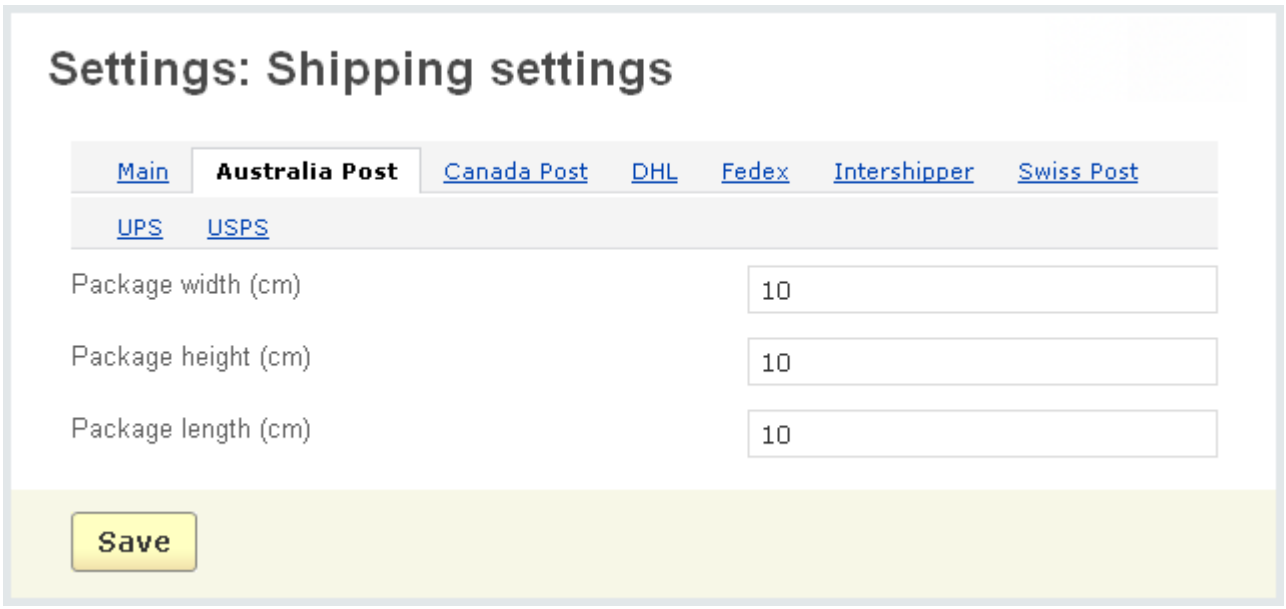
'**Main**' – this tab allows you to enable any of the following real-time shipping processors:

- *Enable Intershipper(overrides other shipping processors)*;
- *Enable FedEx*;
- *Enable UPS*;
- *Enable USPS*;
- *Enable DHL;*
- *Enable Australia Post;*
- *Enable Canada Post*;
- *Enable Swiss Post*.

Also you can disable shipping in your store by ticking off the '**Disable shipping**' option.



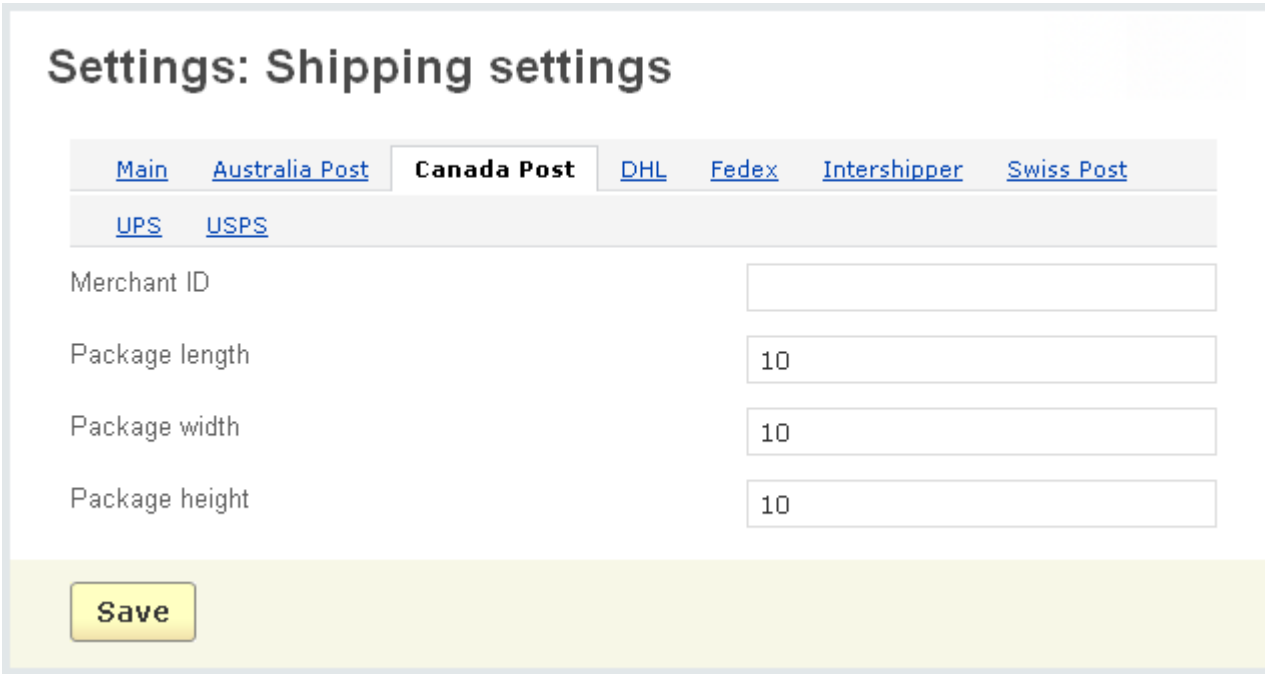
Main



Australia Post parameters tab

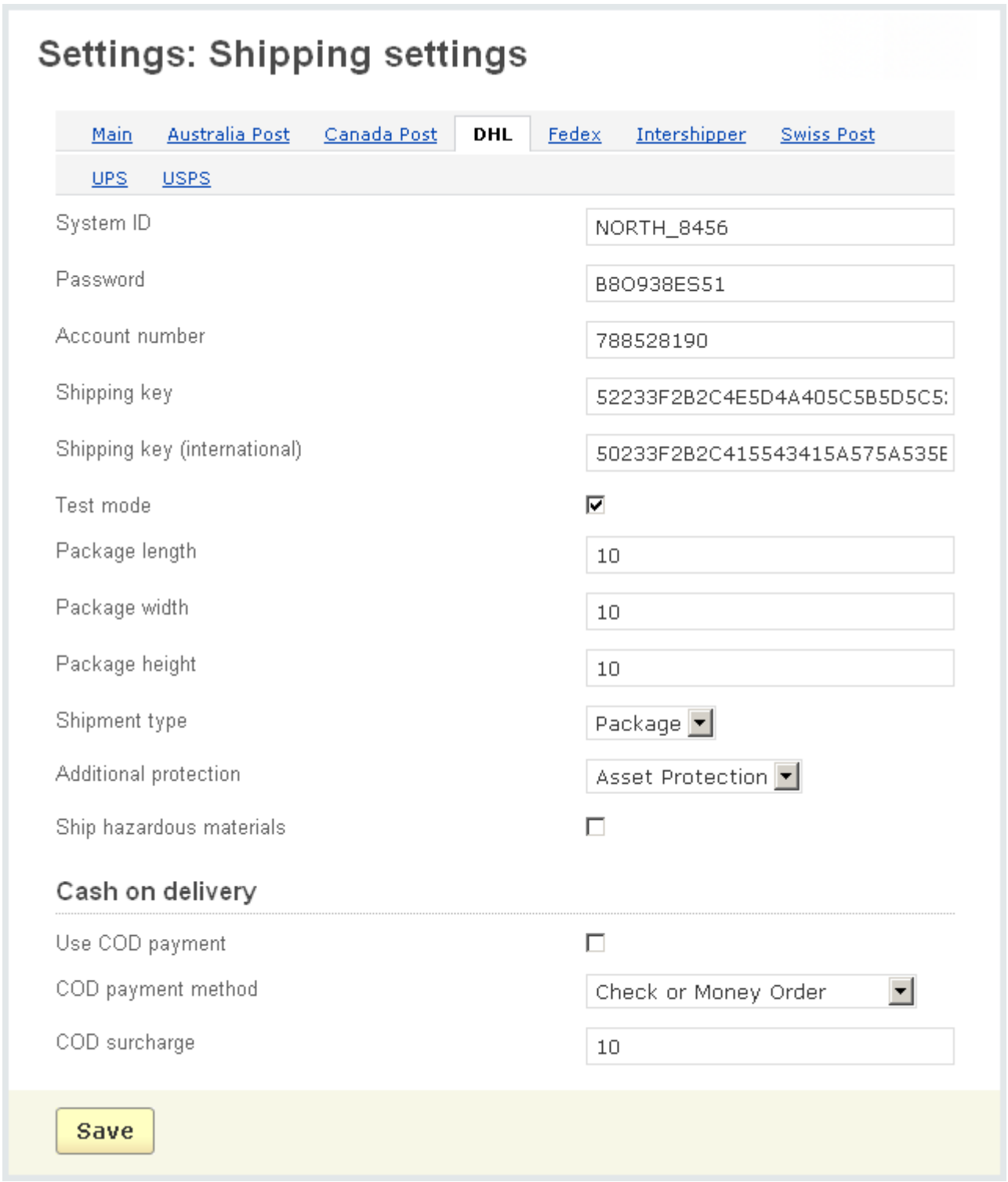
The '**Australia Post**' parameters tab contains the following fields:
- *Package width (cm)*;
- *Package height (cm)*;
- *Package length (cm)*.

The '**Canada Post**' tab contains the following parameters:
- *Merchant ID*;
- *Package length*;
- *Package width*;
- *Package height*.



Canada post

The '**DHL**' parameters tab contains the following fields:



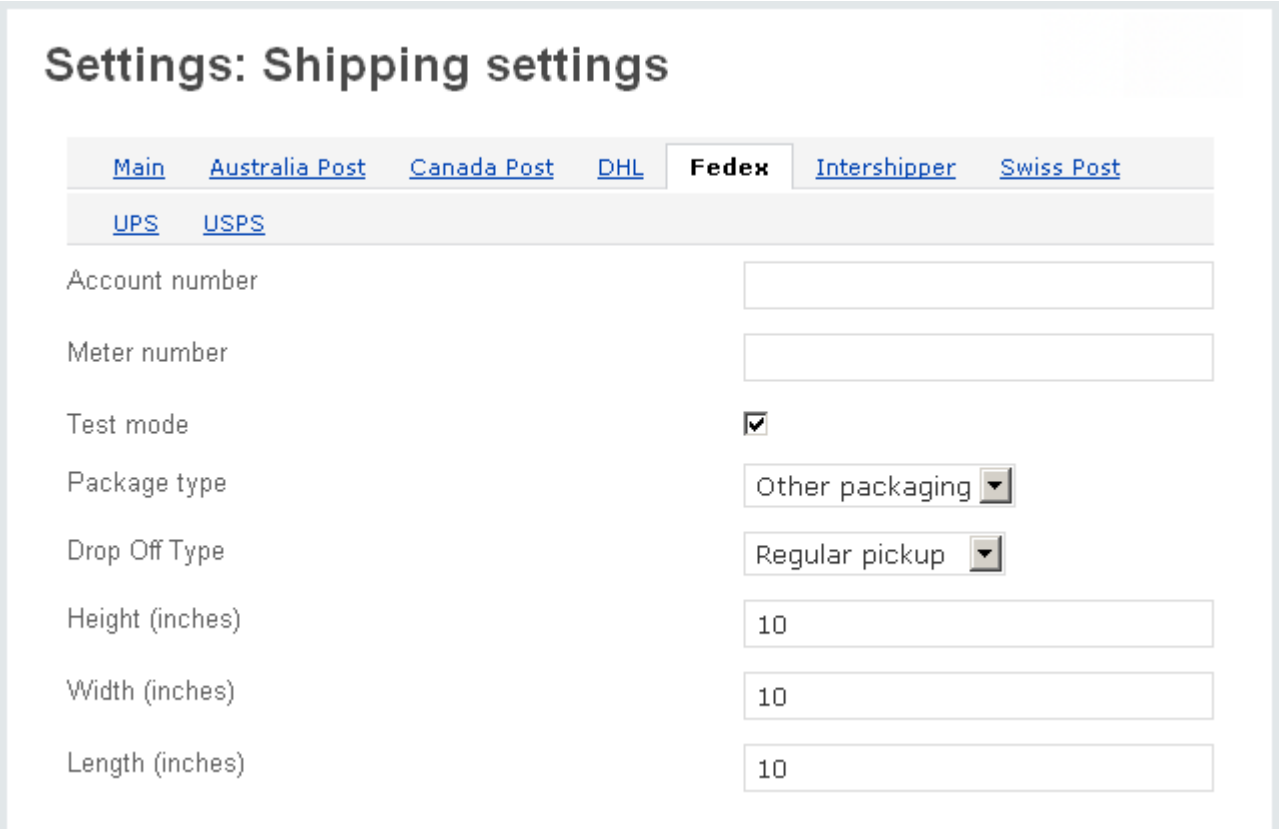
DHL parameters tab

- *System ID*;
- *Password*;

- *Account number*;
- *Shipping key*;
- *Shipping key (international)*;
- *Test mode*;
- *Package length*;
- *Package width*;
- *Package height*;
- *Shipment type*;
- *Additional protection*;
- *Ship hazardous materials*;
- *Use COD (cash on delivery) payment*;
- *COD payment method*;
- *COD surcharge*.

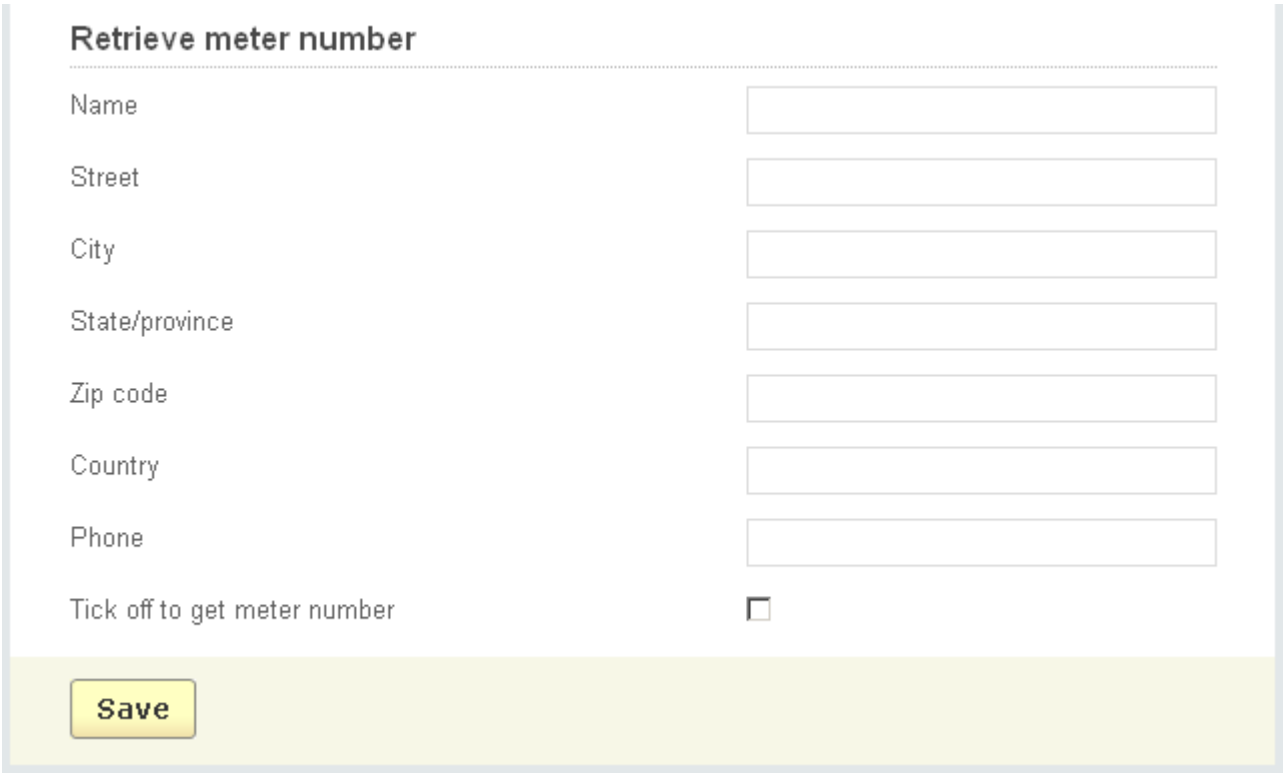
'**FedEx**' – The FedEx parameters tab contains the following fields;

- '*Account number*';
- '*Meter number*';
- '*Test mode*';
- '*Package type*';
- '*Drop Off Type*';
- '*Height (inches)*';
- '*Width (inches)*';
- '*Length (inches)*'.



FedEx parameters tab

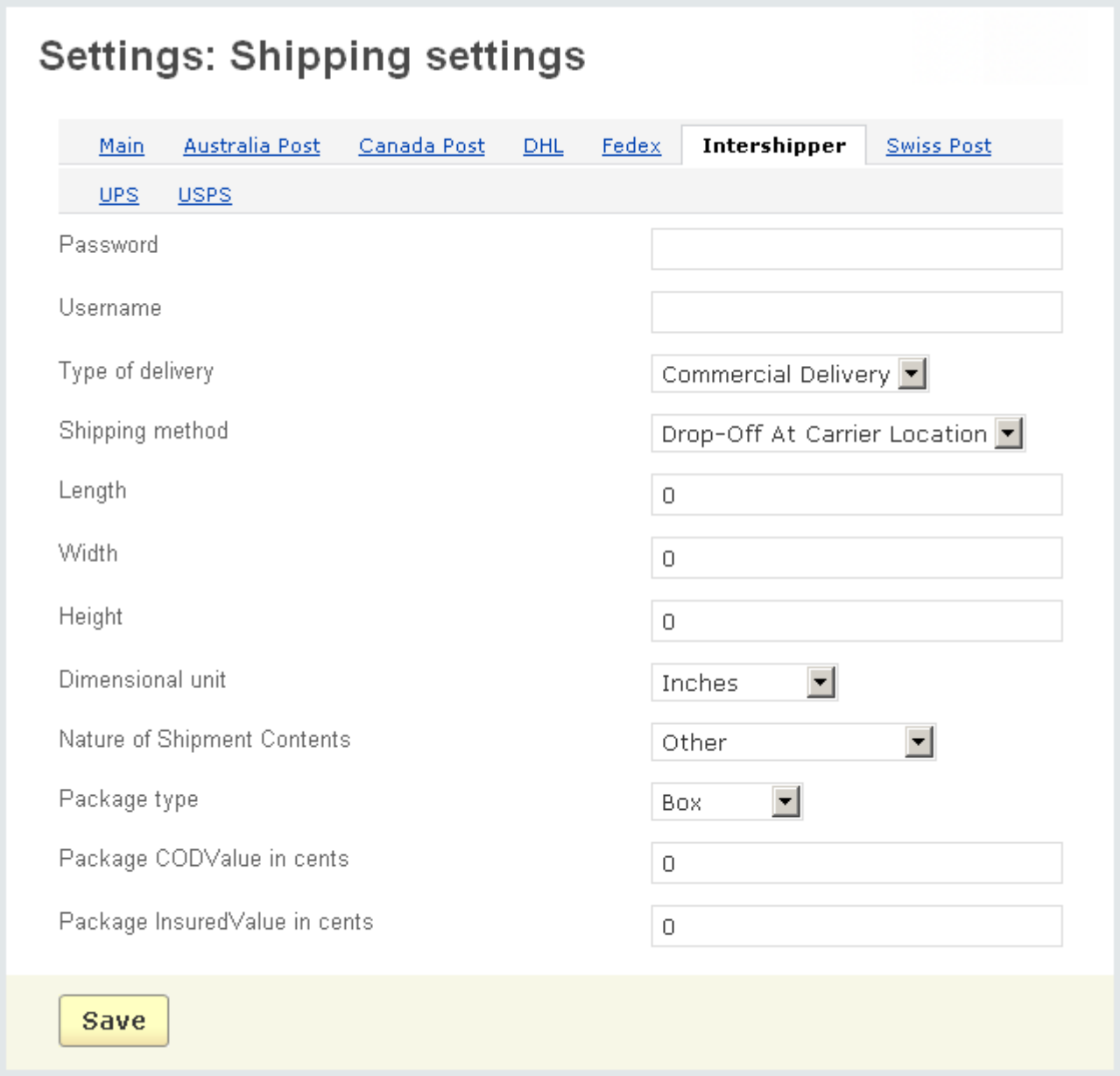
The '**Retrieve meter number**' section is used for obtaining the meter number.



Retrieve meter number

'**Intershipper**' –the Intershipper parameters tab contains the following fields;

- '*Password*';
- '*Username*';
- '*Type of delivery*';
- '*Shipping method*';
- '*Length*';
- '*Width*';
- '*Height*';
- '*Dimensional unit*';
- '*Nature of Shipment Contents*';
- '*Package type*';
- '*Package CODValue in cents*';
- '*Package InsuredValue in cents*'.



Intershipper parameters tab

'**Swiss Post**' –the Swiss parameters tab contains the following fields;

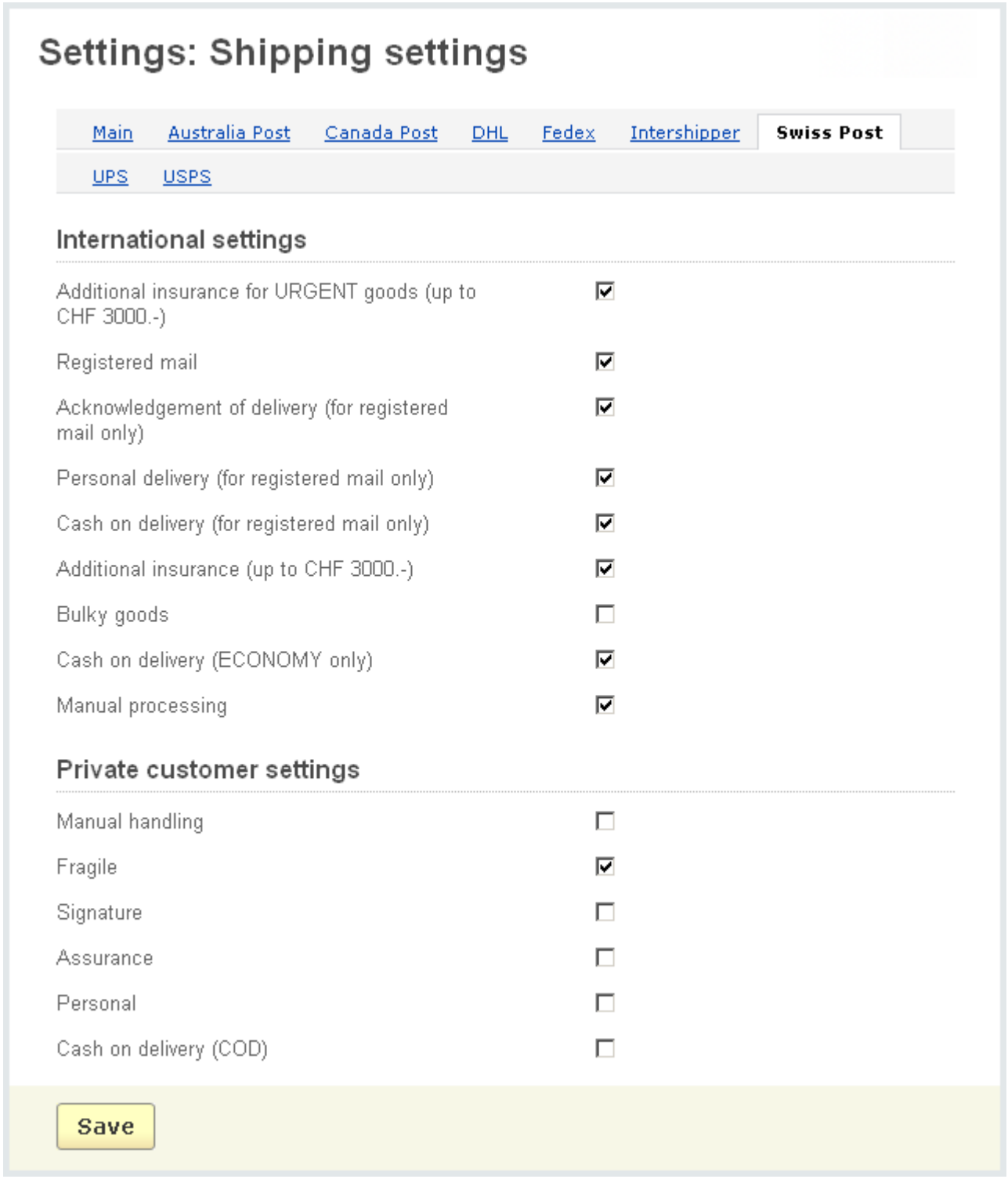
International settings

- *Additional insurance for URGENT goods (up to CHF 3000)*;
- *Registered mail*;
- *Acknowledgement of delivery (for registered mail only)*;
- *Personal delivery (for registered mail only)*;
- *Cash on delivery (for registered mail only)*;
- *Additional insurance (up to CHF 3000)*;

- *Bulky goods*;
- *Cash on delivery (ECONOMY only)*;
- *Manual processing*;

Private customer settings

- *Manual handling*;
- *Fragile*;
- *Signature*;
- *Assurance*;
- *Personal*;
- *Cash on delivery (COD).*

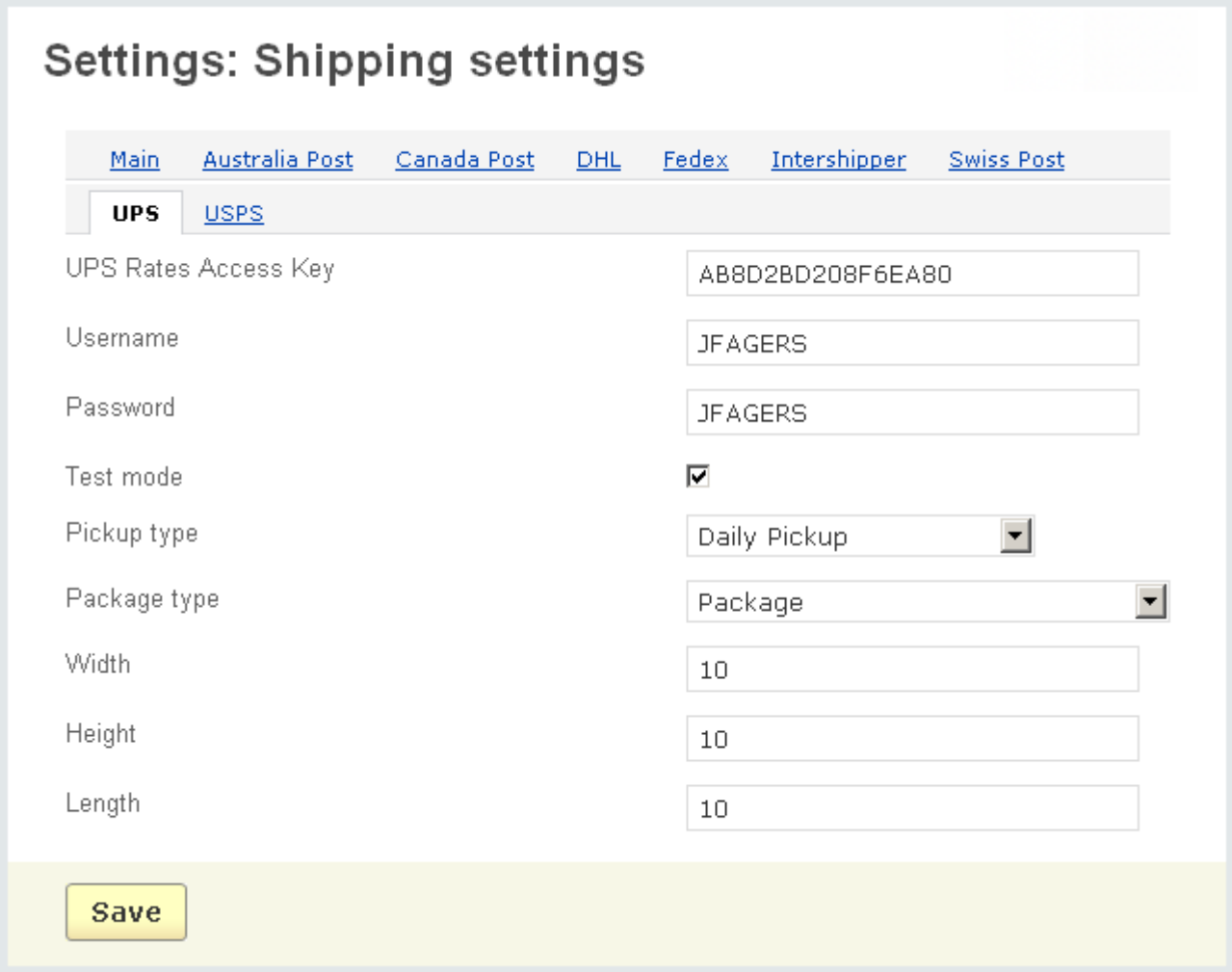


Swiss Post parameters tab

'**UPS**' – The UPS parameters tab contains the following fields;

- *UPS Rates Access Key*;

- *Username*;
- *Password*;
- *Test mode*;
- *Pickup type*;
- *Package type*;
- *Width*;
- *Height*;
- *Length*.



UPS parameters tab

'**USPS**' – USPS parameters tab contains the following fields;

The '**General info**' section:

- *User ID*;
- *Test mode*;

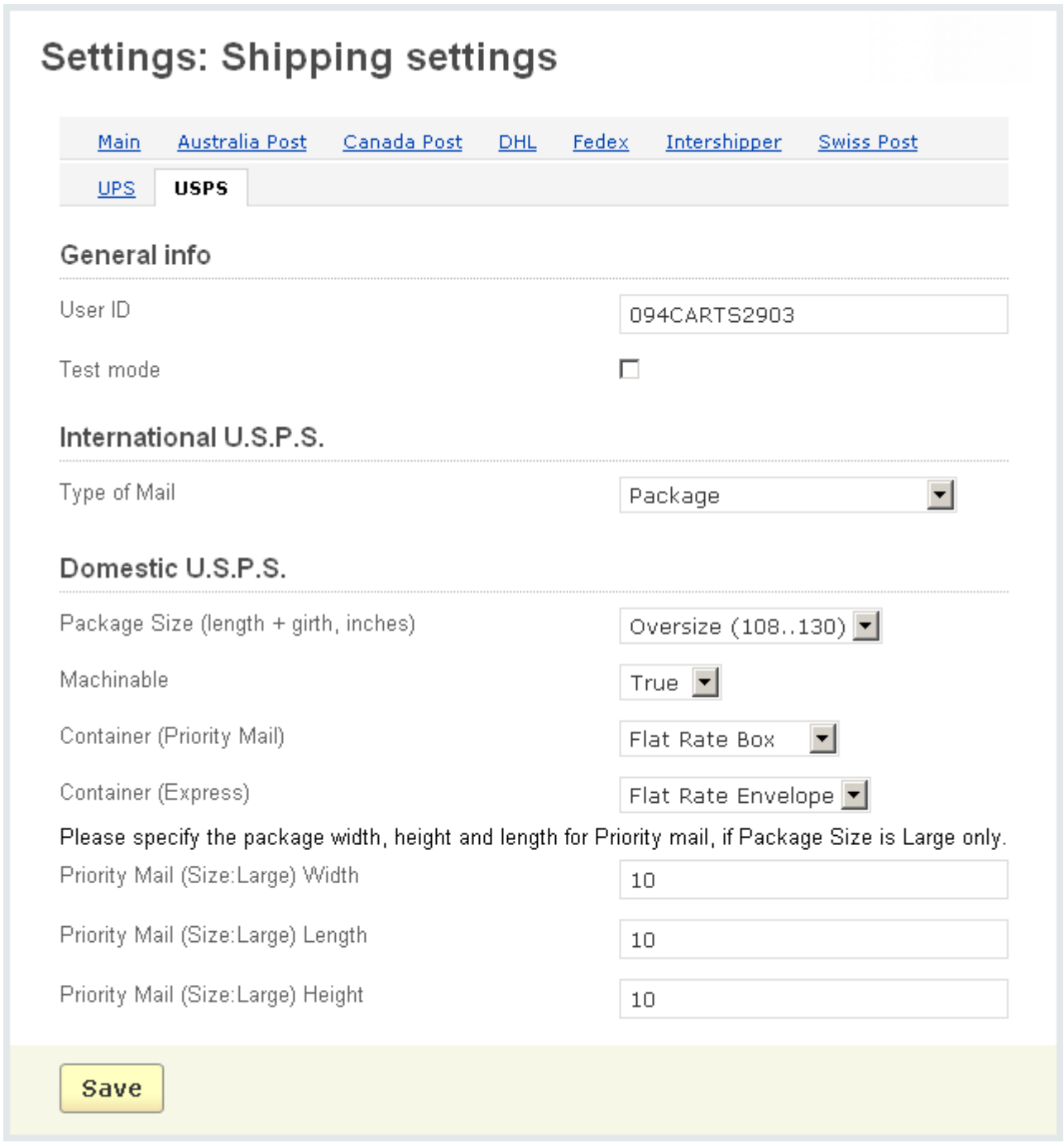
The '**International U.S.P.S.**' section:

- *Type of Mail*;

The '**Domestic U.S.P.S.**' section:

- *Package Size(length+girth, inches)*;
- *Machinable*;
- *Container(Priority Mail)*;
- *Container(Express)*;
- *Priority Mail (Size:Large) Width*;
- *Priority Mail (Size:Large) Length*;
- *Priority Mail (Size:Large) Height*.

Specify the last three settings for Priority Mail only if Package Size is set to Large.



USPS parameters tab

5.6.1.11 Sitemap

The '**Sitemap**' option includes the following parameters for configuring the appearance of the storefront sitemap:

- *Show the 'Categories' section* - tick off to display categories in the site map (all categories will be shown with their subcategories);

- *Show only root level categories links in the 'Categories' section* - tick off to display only root level categories;

- *Show the 'Site info' section* - tick off to display the *Information* section, namely links to all information pages (pages, links, forms, polls) of the store.

Settings: Site map
Show the 'Categories' section
Show only root level categories links in the 'Categories' section
Show the 'Site info' section
Save

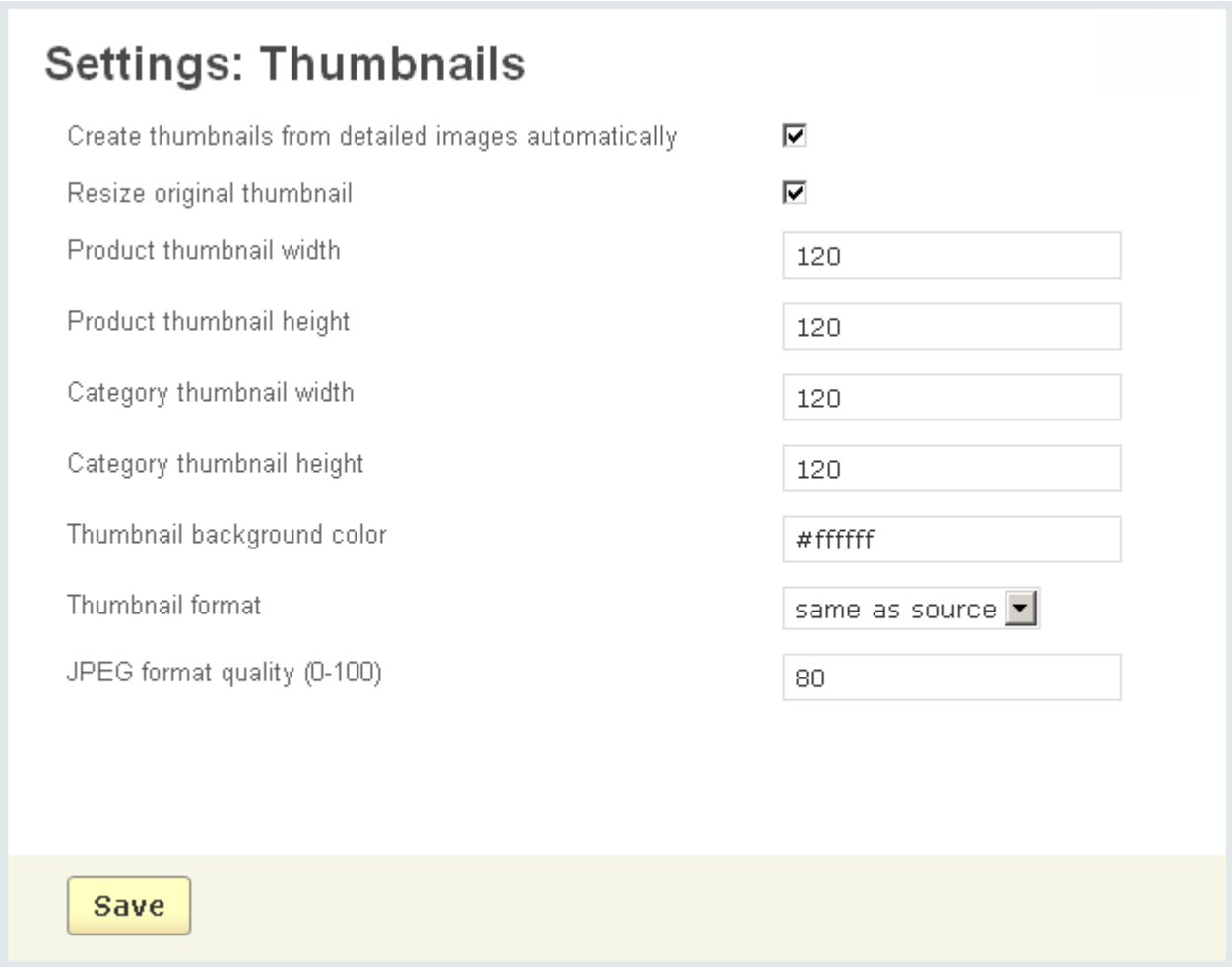
Sitemap

After making the desired changes, click on Save.

5.6.1.12 Thumbnails

The '**Thumbnails**' option allows you to create thumbnails from detailed images automatically and to configure them in the storefront. This option contains the following elements:

- *Create thumbnails from detailed images automatically*;
- *Resize original thumbnail;*
- *Product thumbnail width*;
- *Product thumbnail height*;
- *Category thumbnail width*;
- *Category thumbnail height*;
- *Thumbnail background color*;
- *Thumbnail format*;
- *JPEG format quality(0-100)*.

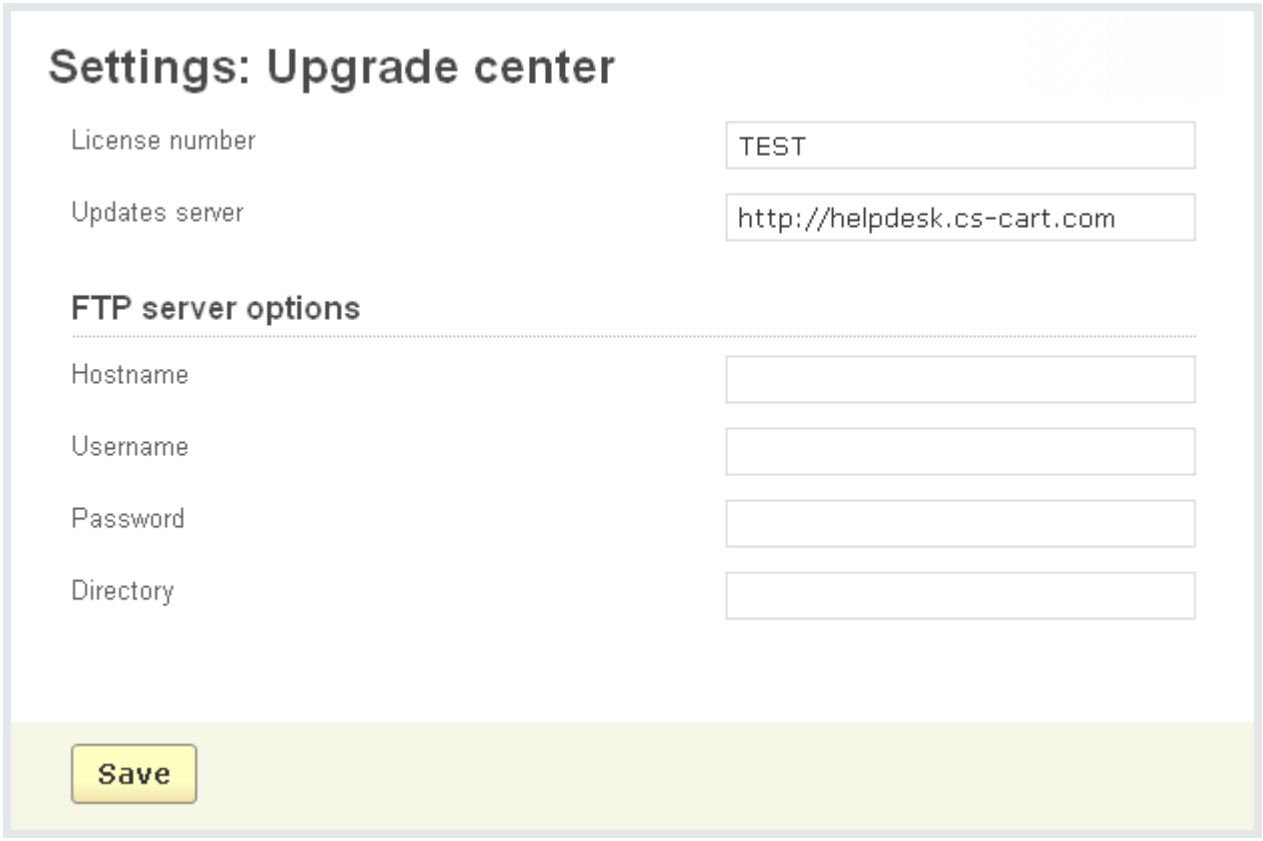


Thumbnails

If you edit the value of some fields click on Save to save the changes in the database.

5.6.1.13 Upgrade center

Here you adjust the settings of the Upgrade center of CS-Cart. Read more about Upgrade center in the chapter **Administration->Upgrade center**.



Upgrade center settings

- *License number* - number of your CS-Cart license;
- *Updates server* - the server where updates are downloaded (by default it is http://helpdesk.cs-cart.com);

FTP server options

- *Hostname* - hostname of your FTP server;
- *Username* - your username;
- *Password* - your password;
- *Directory* - directory on the FTP server where CS-Cart is located.

FTP server options are required to be adjusted only if you do not have permissions to update files.

5.6.2 Addons

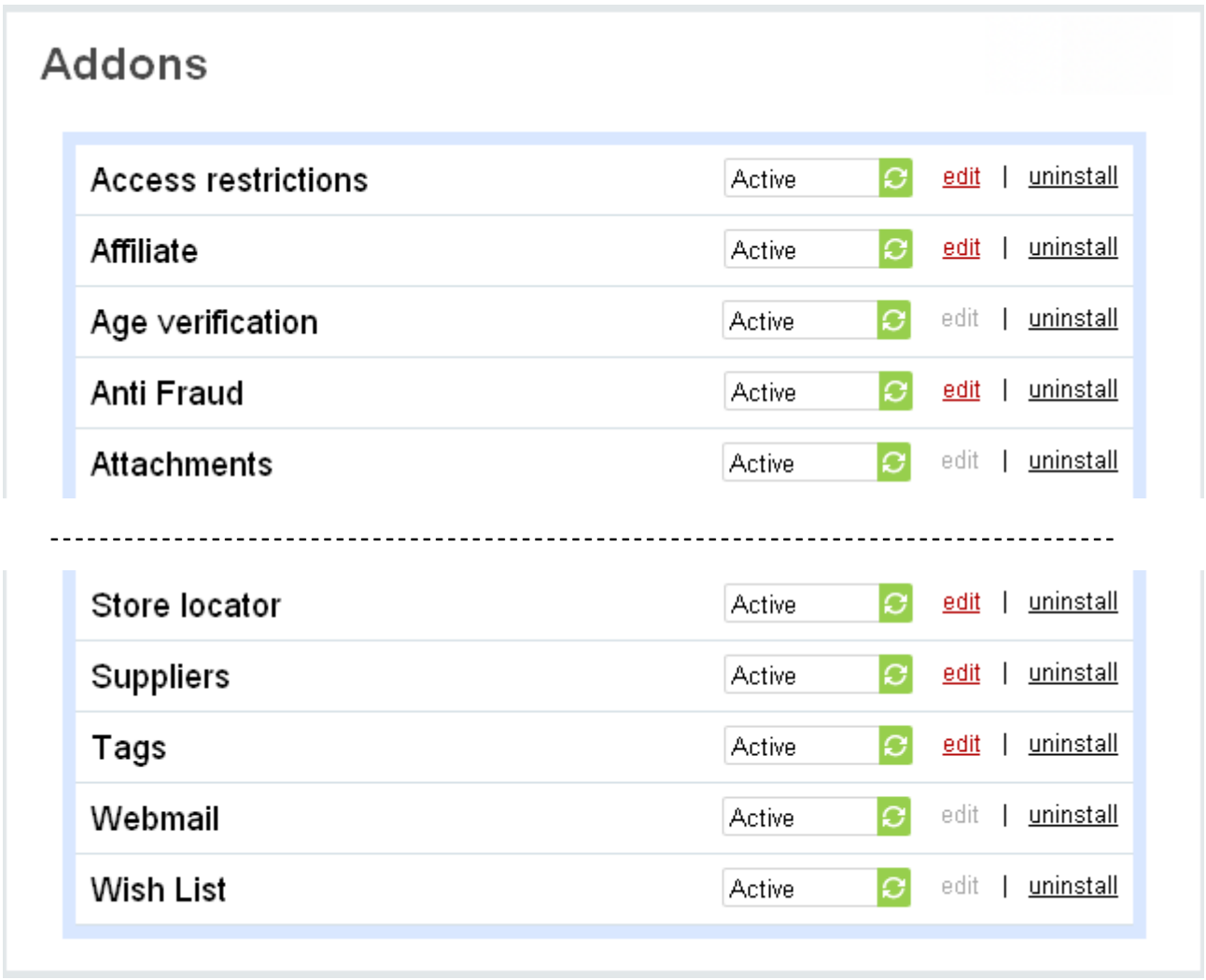
Addon is a self-contained component of the program, which can easily be connected or disconnected from it without affecting other options. A list of all CS-Cart add-ons is given on the page:

- *Access restrictions*;
- *Affiliate*;
- *Age verification*;
- *Anti Fraud*;
- *Attachments*;
- *Banners management*;
- *Bestsellers*;
- *Buy together*;
- *Comments and reviews*;
- *Customers also bought*;
- *Data feeds* - allows administrators to create any number of product data formats for export;
- *Form builder*;
- *Gift certificates*;
- *Gift Registry*;
- *Google Analytics*;
- *Google Sitemap* - generates the XML site map, which makes website indexing easier for Google (and other search engines). A site map allows search robots to define the location of website pages, the time of their last update and its frequency in order to index the website more effectively;
- *Hot deals block* - allows to add a block (Design->Blocks) with the settings Name: ANY, Block content: Products, Filling: ANY, Position: Central, Appearance type: Hot deals, Wrapper: NONE. Using the block customers will be able to scroll the products displayed in this block, switch to different pages and filter products by categories;
- *My changes* - the addon is intended to apply changes to the store. All the changes must be located in the ...\addons\my_changes directory. The fact that your changes will be applied as a separate addon considerably simplifies the upgrade process. Such changes are to be performed through hooks. To read more about hooks and CS-Cart functionality, refer to docs.cs-cart.com;
- *News & e-mails*;
- *Order barcode*;
- *Polls*;
- *Price list;*
- *Product configurator*;
- *Quickbooks*;
- *Required products*;
- *Reward points*;
- *RMA*;

- *Send the page link to a friend*;
- *SEO (requires Apache + mod_rewrite installed)*;
- *SMS notifications*;
- *Statistics*;
- *Store locator*;
- *Suppliers*;
- *Tags*;
- *Webmail*;
- *Wish List.*

You can enable or disable any of the addons by changing its status. Also every addon can be uninstalled by following the Uninstall link.

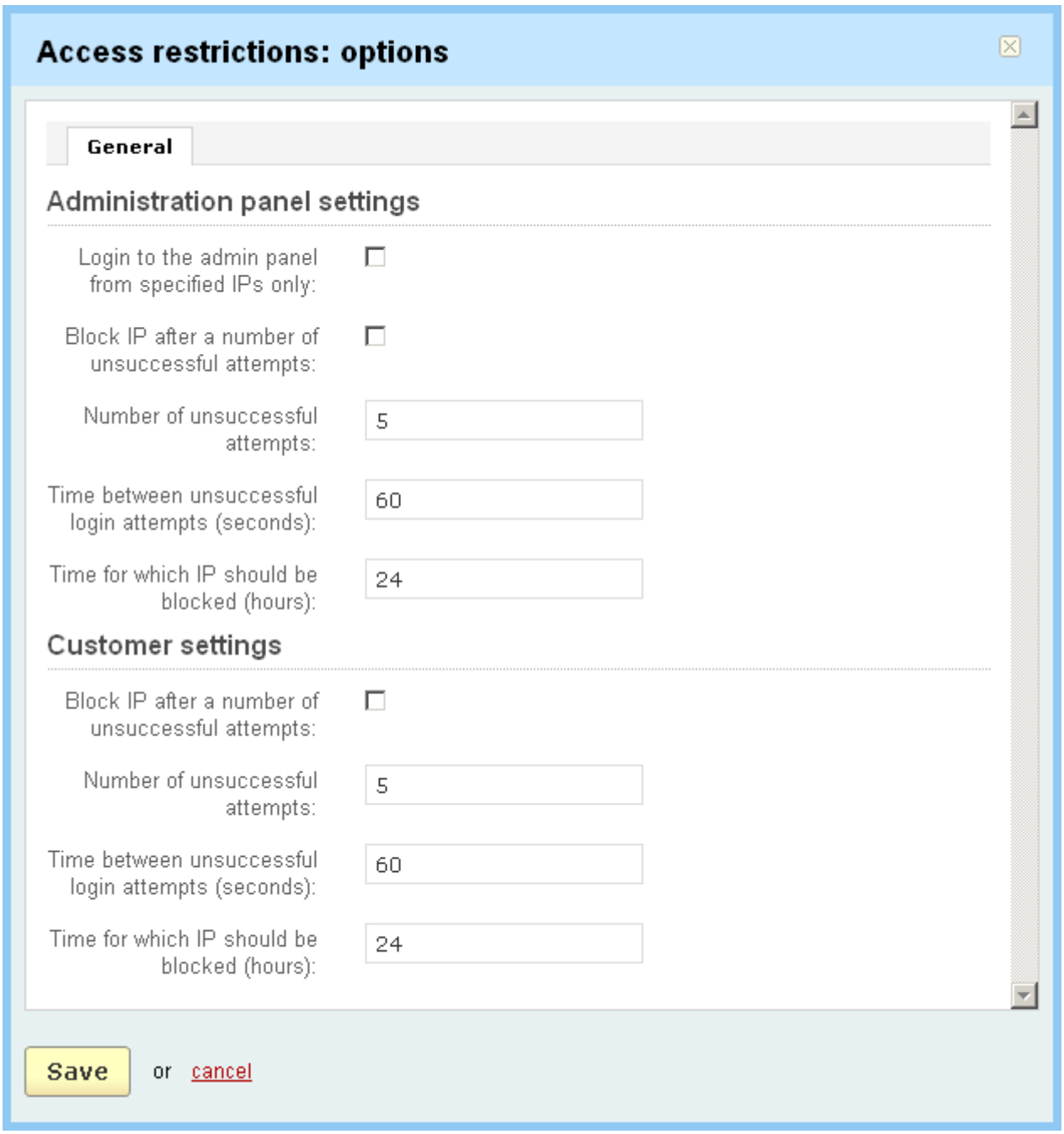
When you uninstall the addon, all the addon data is deleted from the database.


Addons
Access restrictions Active edit | uninstall
Affiliate Active edit | uninstall
Age verification Active edit | uninstall
Anti Fraud Active edit | uninstall
Attachments Active edit | uninstall
Store locator Active edit | uninstall
Suppliers Active edit | uninstall
Tags Active edit | uninstall
Webmail Active edit | uninstall
Wish List Active edit | uninstall

Addons

Some of the listed addons have additional settings that need adjusting. Click on the corresponding edit link and you will be able to set parameters in the pop-up section.

With the help of '**Addons**' you can also manage some settings.



Access restrictions

In the '**Access restrictions**' tab you can set some parameters of the '**Access restrictions**' addon for the administration area and the customer area.

- *Login to the admin area from specified IPs only* – if it is ticked off, only IP addresses listed in the '**Admin area**' tab on the '**Access restrictions**' page will have access to the administration area **(Note: when the option is enabled, your IP address is added to the list automatically and, on the contrary, the IP address is removed from the list when the option is disabled)**;

- *Block IP after a number of unsuccessful attempts* – if this option is enabled the administrator's IP address will be blocked after a number of unsuccessful login attempts **(Note: the number of possible attempts should be specified below and the attempts have to be made within the period set in the '*Time between unsuccessful login attempts (seconds)*' field)**;

- *Number of unsuccessful attempts* – the number of failed attempts after which the user's IP address will be blocked;

- *Time between unsuccessful login attempts (seconds)* – specify the period within which attempts have to be made;

- *Time for which the IP should be blocked (hours)* – specify the period for which the IP address will be blocked.

When the administrator's IP is blocked, it is added to the list of banned IP addresses in the '**Admin area**' tab on the '**Access restrictions**' page. The status of the restriction will be *Active*. If the status will be changed to *Disabled*, the IP address will be banned only for the period specified in the add-on settings, but if you tick it off the time limitations will not be taken into account.

Using the settings for customer area you can block access to it in the same way.

If you change anything click on Save to save the changes to the database.

To cancel the changes click on the cancel link.

The following settings can be adjusted for the **Affiliate** addon:

- *Show affiliate code at front-end* - tick off if you want affiliate code to be shown at the front-end. Thus customers can tell affiliate code if they, for example, make orders by phone;

- *Payment period* - you decide whether affiliate commissions are paid out weekly, biweekly or monthly;

- *Number of last periods* - here you specify the number of last payments displayed on the '**Affiliate**' page;

- *Automatic approval of affiliate commissions* - if the option is enabled then administrator does not need to approve commissions, they get status '*Approved*' automatically.

The '**Text banner**' section contains the following fields:

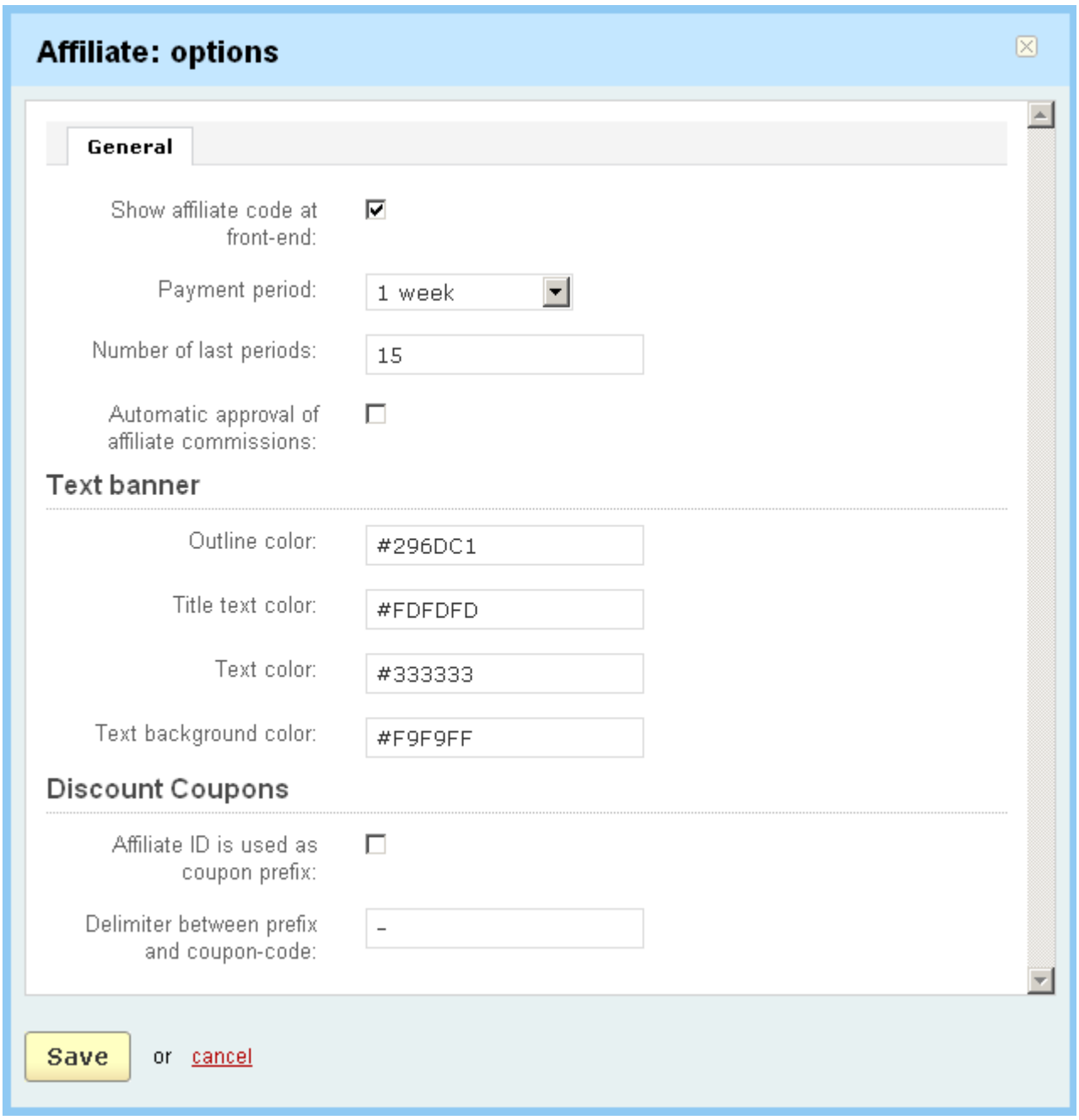
- *Outline color* - define the color of the banner outline;

- *Title text color* - define the color of the banner title;

- *Text color* - define the color of the banner text;

- *Text background color* - define the color of the banner background.

A 6-digit (hexadecimal) number used in HTML and other computing applications to represent colors should be entered in each field.



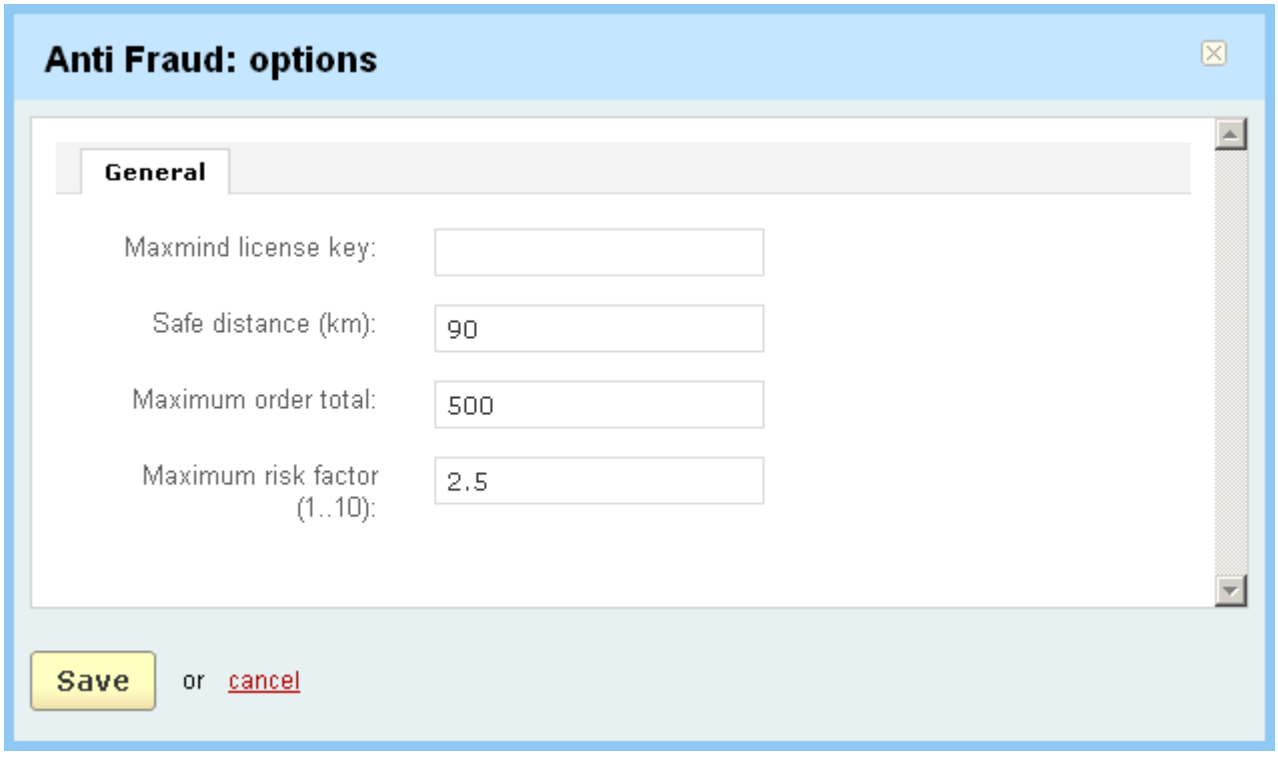
Affiliate

In the '**Discount Coupons**' section you can edit the following parameters:

- *Affiliate ID is used as coupon prefix* - tick off to add affiliate ID at the beginning of the coupon code;

- *Delimiter between prefix and coupon-code* - enter the character that will be a delimiter between prefix and coupon code.

The **Anti Fraud** addon makes it possible to protect the store from false orders. The module is supported by Maxmind Anti-fraud service. Through its comprehensive fraud screening system, merchants can accurately detect and automatically flag attempted fraud from card-not-present transactions. You need to have a valid Maxmind account in order to use this addon in CS-Cart. To obtain a license key, you would need to purchase credits. If you already have an account, the license key may be obtained from the my license key web page.



Anti Fraud

Here are some parameters that you need to set.

- *Maxmind license key* - your license key obtained from MaxMind;

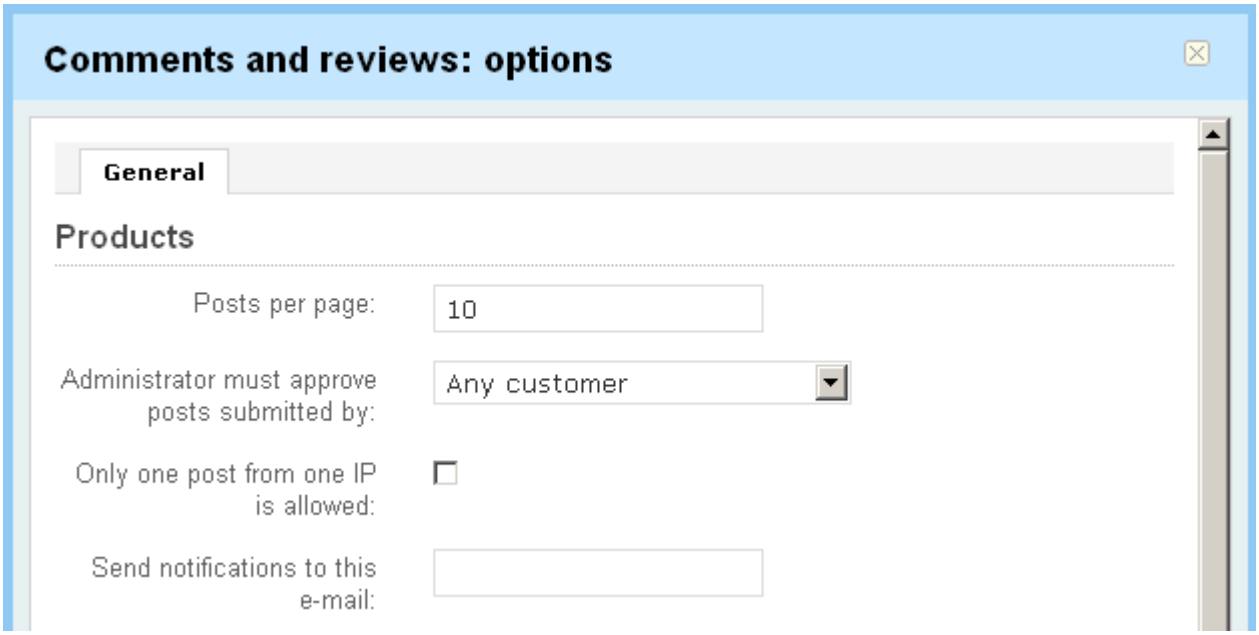
- *Safe distance(km)* - allowed distance from customer's IP address to his/her billing address in kilometers (large distance = higher risk, it affects risk factor);

- *Max order total* - if order amount exceeds the defined max value it affects risk factor;

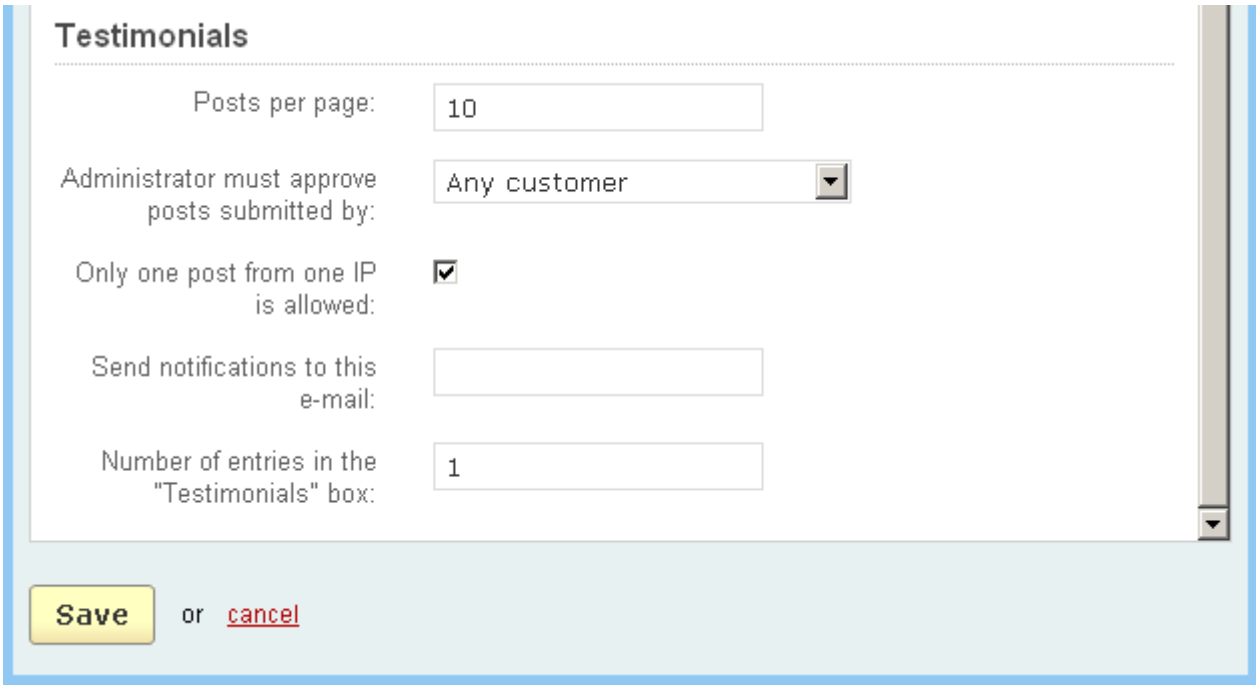
Maximum risk factor(1...10) - set the number from 1 to 10 (2.5 is recommended). If the risk factor exceeds this number then the order is hold for review and it will have Open status even if the transaction is processed by payment gateway or system. Store administrator will need to decide whether the order is fraudulent or not and then set the order status to Failed or process it manually.

If you make the changes click on Save to save them in the database.

Using the '**Comments and reviews**' options you can manage discussions of **Products**, **Categories**, **Orders**, **News**, **Gift registry**, **Topics**, **Pages**, **Testimonials**.



----------break----------



Comments and reviews

Each theme of the discussion (Products, Categories, Orders, News, Gift registry, Topics, Pages, Testimonials) has its own set of parameters that can be changed. These parameters are:

- *Posts per pages* - the number of posts displayed on one page;

- *Administrator must approve posts submitted by* - you select whether the administrator must approve posts submitted by any customer, only anonymous customers or no approval is needed at all.

- *Only one post from one IP is allowed* - you enable this option if you want that only one post can be sent from one IP.

- *Send notifications to this E-mail* - here you enter an e-mail address to which the notification of a post will be sent;

- *Allow customer to initiate discussion* - if it is enabled, customers can start discussion.

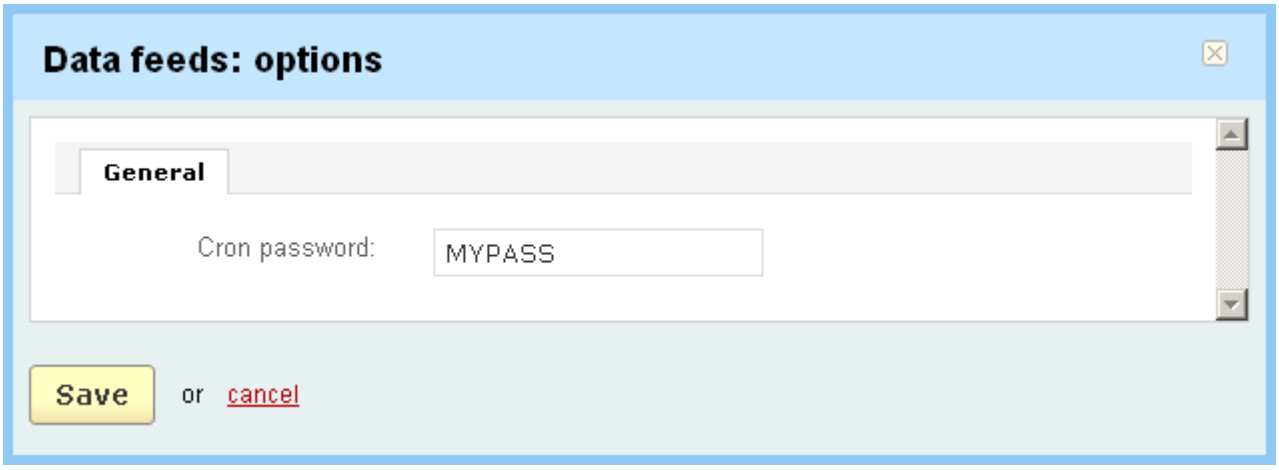
There is also a specific setting: *Number of entries in the 'Testimonial' box*.

To save the changes in the database click on Save.

The **Data feeds** addon allows administrators to create any number of product data formats for export (using various data field sets). This allows to work with shopping directories (like Google Product Search, Shopzilla, Shopping.com, etc.) and adjust the field configuration (in case of a format change) accordingly through the easy to use interface.

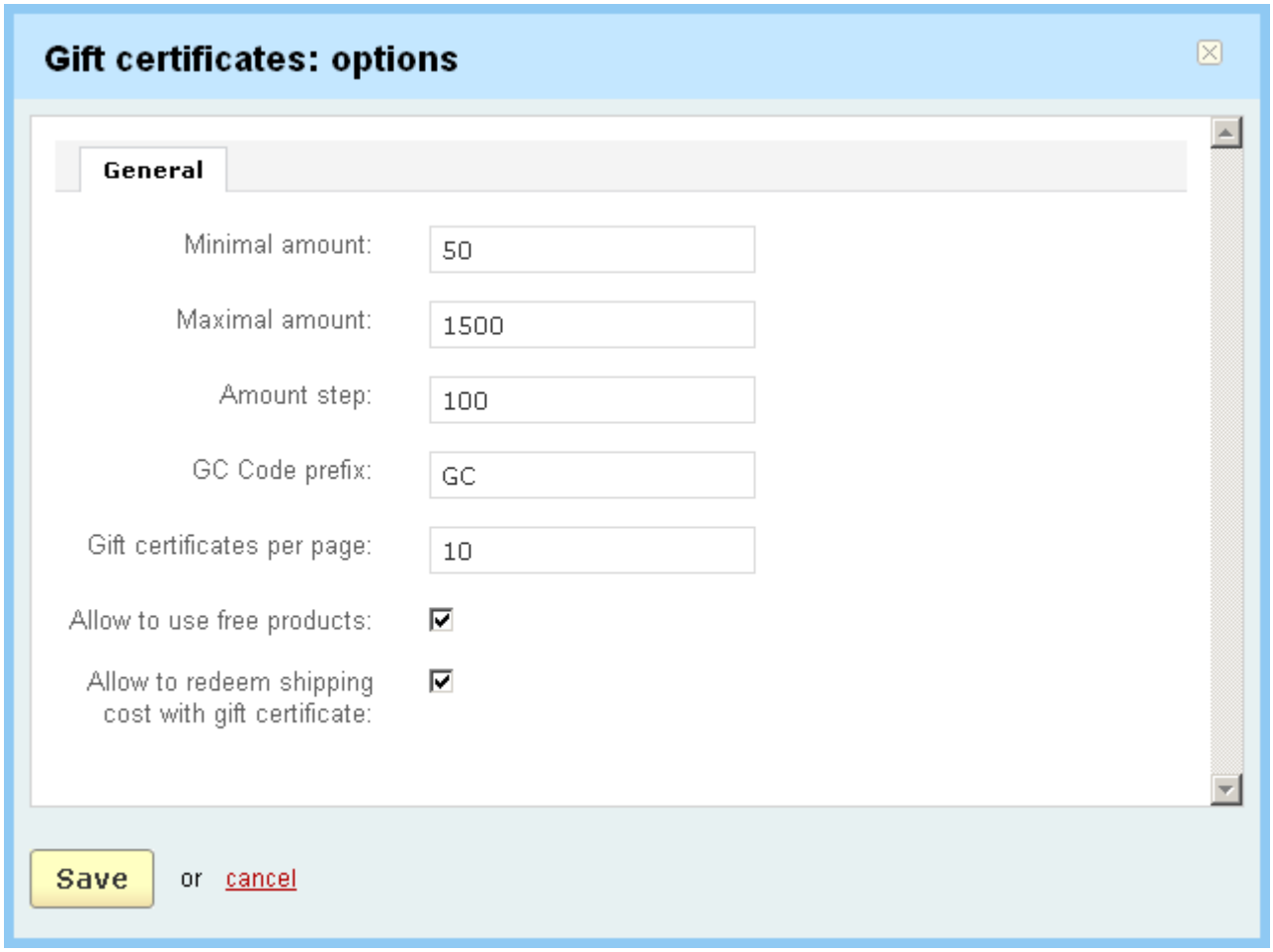
However, the main idea here is allowing to either upload a resulting export file to FTP server, save it on a web server or simply download it (like in a regular export). Moreover, it is possible to create CRON tasks for individual feeds in order to generate and upload them via FTP on a regular basis (for example, daily or weekly).

In order to set data feeds you need to enter your cron password.



Data feeds

To save the changes in the database click on Save. To cancel the changes click on cancel.



Gift Certificate

You can define the following parameters of the **Gift Certificates** addon:

- *Minimal amount* – here you define the minimal gift certificate amount possible in the store;

- *Maximal amount* – define the maximal certificate amount possible in the store;

- *Amount step* – step of the specified interval. If *Amount step* is set to 50, *Minimal amount* is set to $100 and *Maximal amount* to $1000, the defined amounts will be displayed in the following way: $100, $150, $200, $250, ..., $950, $1000.

Note: It will be much more convenient if the above settings are specified.

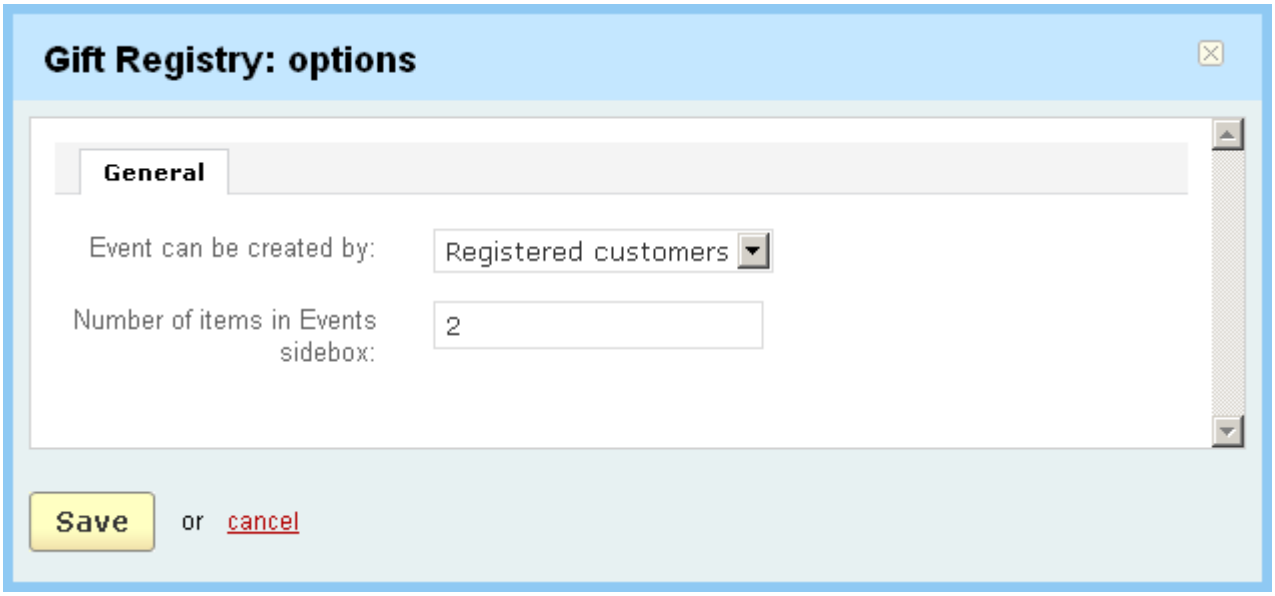
- *GC Code prefix* – here you define the prefix of your store certificates, this is just for the convenience of the administrator and for sake of illustration;

- *Gift certificates per page* – the number of gift certificates displayed per page;

- *Allow to use free products* – if this check box is disabled free products cannot be attached to a certificate;

- *Allow to redeem shipping cost with gift certificate* - if the check box is enabled customers can use gift certificates to pay the shipping.

Using the '**Gift Registry**' section you can modify some parameters of the event. For example, you can allow only registered customers to create events and define the number of items in the '**Events**' side box in the front-end.



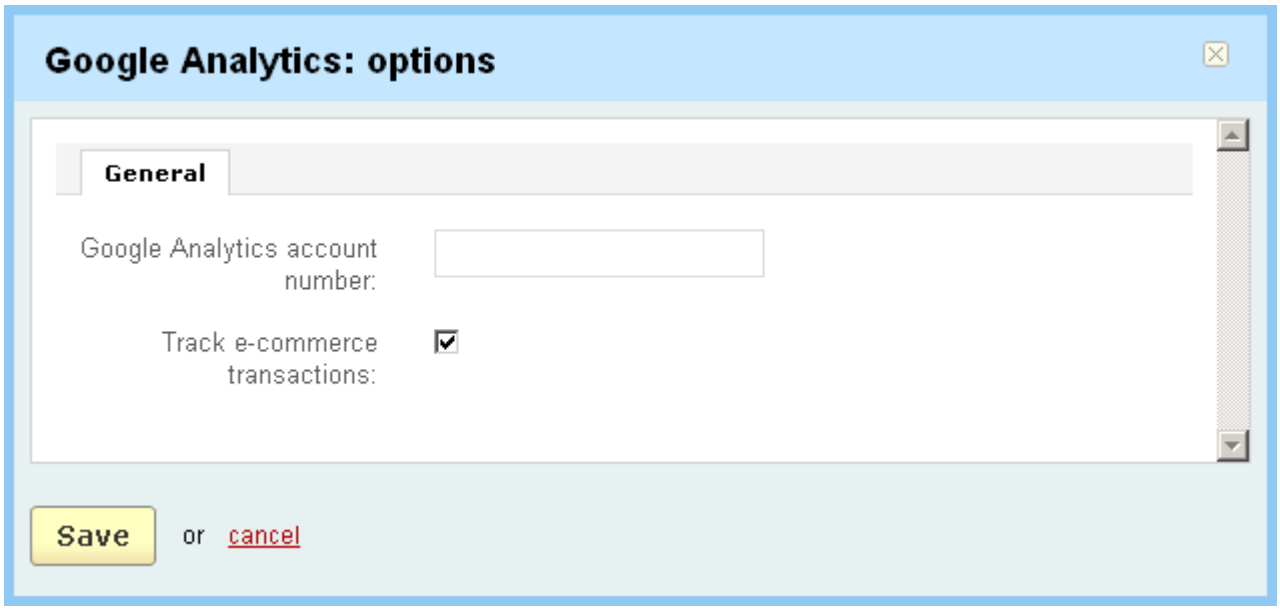
Gift Registry

Click on Save to save the changes to the database if you made any.

Google Analytics is an advanced analytics tool which can automatically record your transactions.

- *Tracking code* – enter the **Google Analytics** tracking code (NOTE: the Google analytics tracking code is the value of the **_uacct** variable in the Google Tracking Code.)

- *Track e-commerce transactions* – tick off to enable tracking of transactions.



Google Analytics

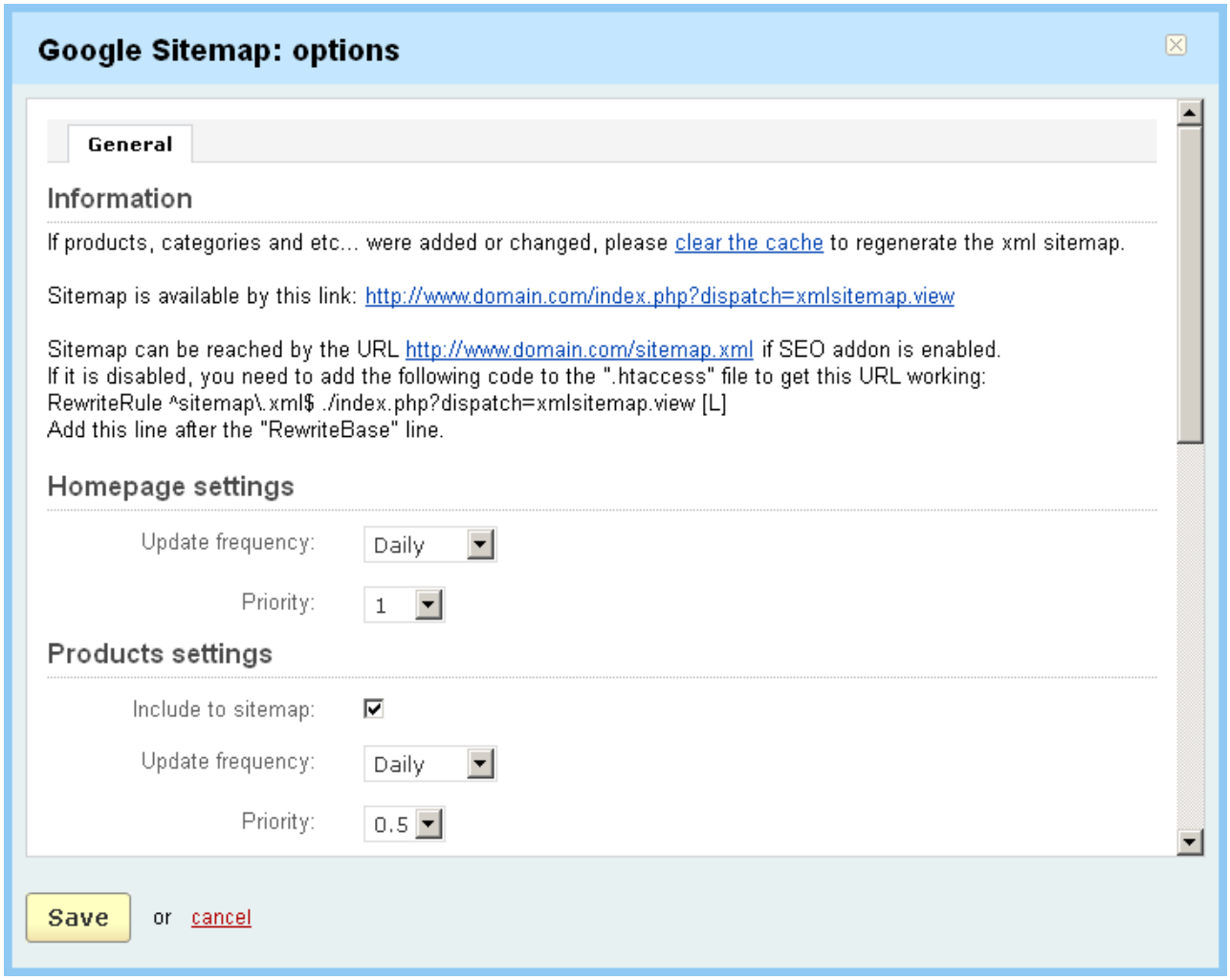
If you change anything click on Save to save the changes to the database.

To learn more about Google Analytics visit http://www.google.com/analytics

Google Sitemap module generates the XML site map, which makes website indexing easier for Google (and other search engines). A site map allows search robots to define the location of website pages, the time of their last update and its frequency in order to index the website more effectively. This is especially important for big stores with a large number of pages.

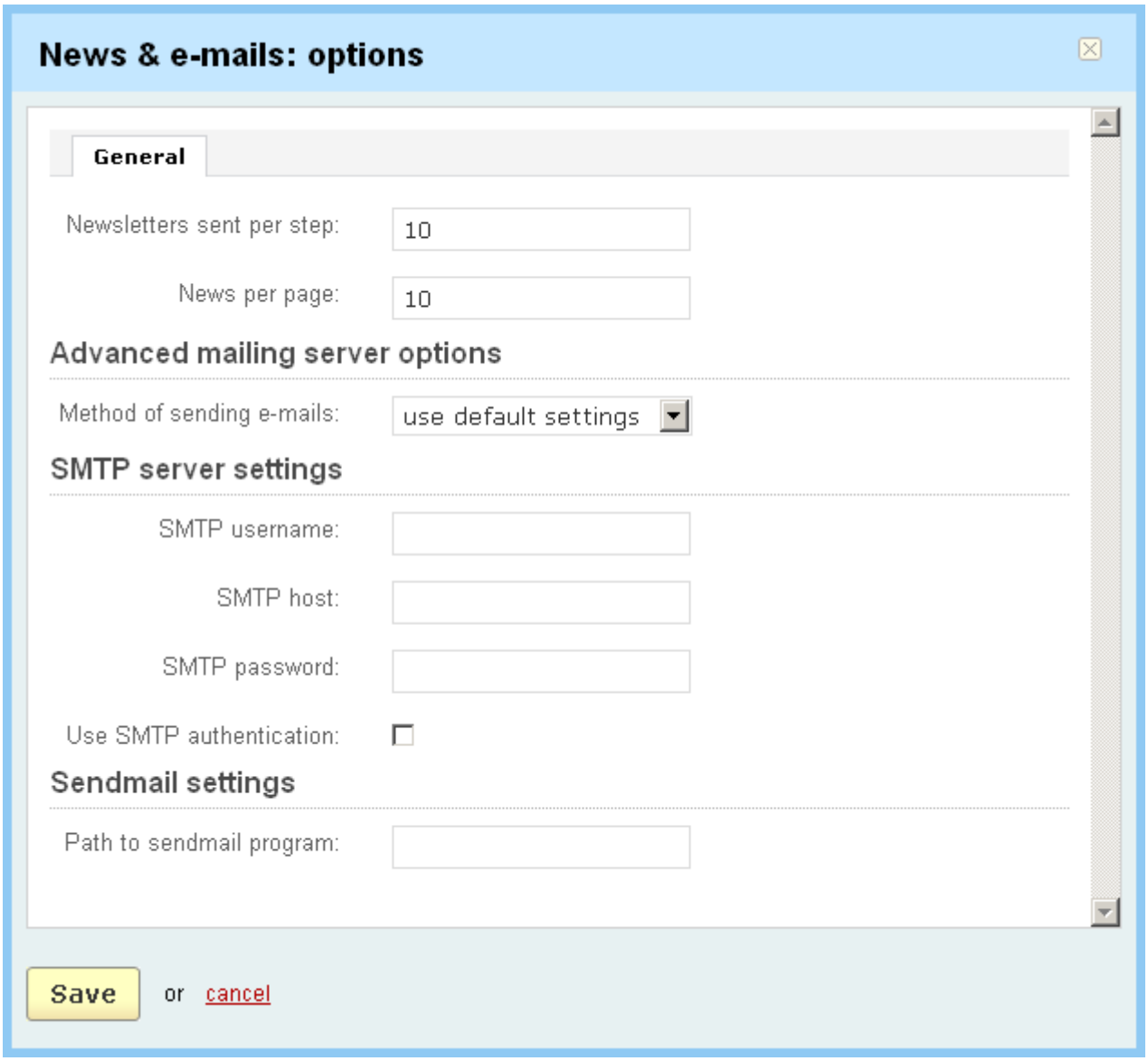
- *Include in sitemap* - tick off to include in sitemap;
- *Update frequency* - set how often data will be updated;
- *Priority* - set the priority of the data.

These options can be set up for the following entries: Homepage settings, Products settings, Categories settings, Pages settings, News settings, Extended feature pages settings.


Google Sitemap: options
General
Information
If products, categories and etc... were added or changed, please clear the cache to regenerate the xml sitemap.
Sitemap is available by this link: http://www.domain.com/index.php?dispatch=xmlsitemap.view
Sitemap can be reached by the URL http://www.domain.com/sitemap.xml if SEO addon is enabled.
If it is disabled, you need to add the following code to the ".htaccess" file to get this URL working:
RewriteRule ^sitemap\.xml$ ./index.php?dispatch=xmlsitemap.view [L]
Add this line after the "RewriteBase" line.
Homepage settings
Update frequency:
Daily
Priority:
1
Products settings
Include to sitemap:
Update frequency:
Daily
Priority:
0.5
Save
or
cancel

Google Sitemap

The following settings can be adjusted for the '**News & emails**' addon:



News & emails

Click on Save to save the changes to the database.

You are provided with ability to add a barcode to your invoices. A barcode is a machine-readable representation of information in a visual format. Barcodes stored data in the widths and spacings of printed parallel lines. Barcodes on the invoices will contain information about the orders.

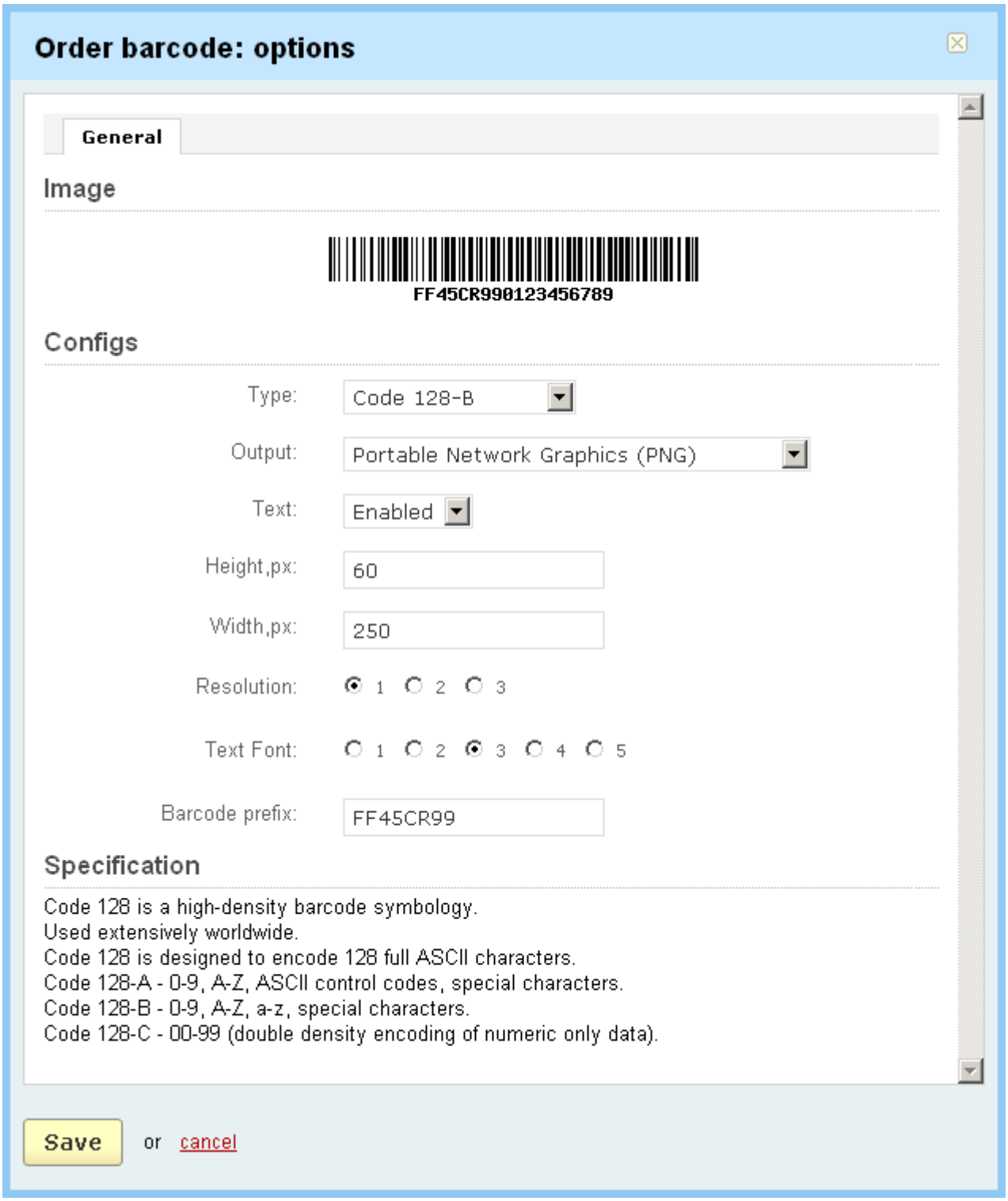
Using the '**Order Barcode**' tab you can edit parameters of your barcode and consequently change its view. The tab contains three sections:

- Image - barcode view;
- Configs - here you can define barcode parameters and choose its type;
- Specification - additional information about barcode types.

In the '**Configs**' section you can define the parameters in the following fields:

- *Type* - choose barcode type;
- *Output* - choose barcode output;
- *Text* - enable or disable the text under barcode;
- *Height,px* - define barcode height;
- *Width,px* - define barcode width;
- *Resolution* - choose resolution;
- *Text Font* - choose text font;
- *Barcode prefix* - an affix that precedes the barcode number.

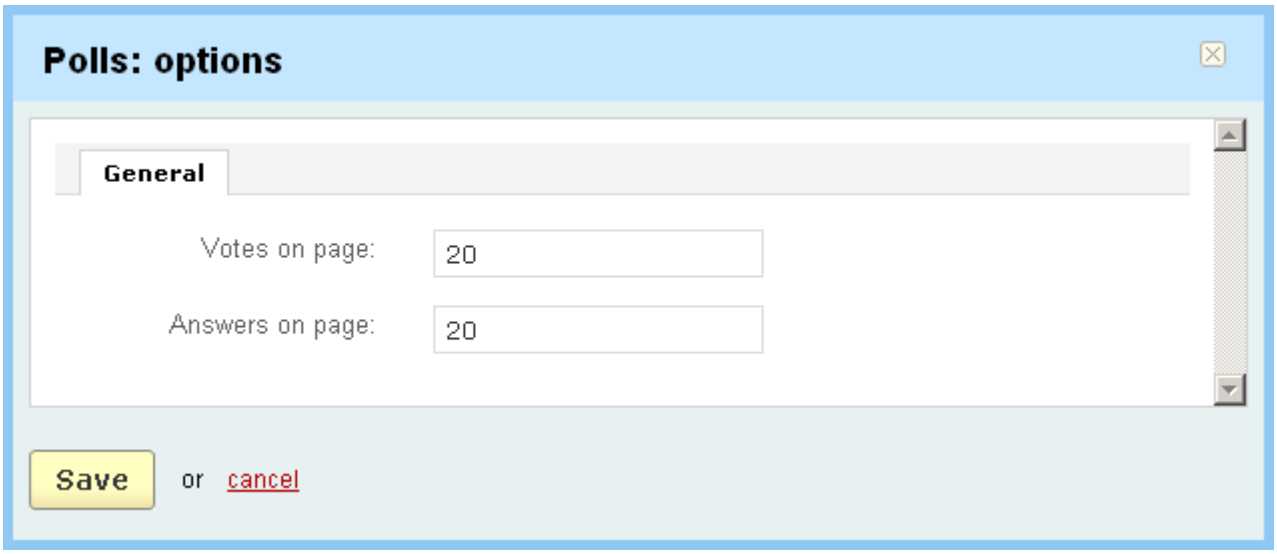
If you make any changes click on Save.



Order barcode

The **Polls** addon is designed to carry out surveys and polls. Here you define two parameters for this addon.

- *Votes on page* – the number of votes on a page;
- *Answers on page* – the number of answers on a page.



Polls

The **Price list** add-on allows to generate the product catalog in PDF and XLS (Excel) formats.

In the section **Table layout** you can select what fields the price list will contain. Using the horizontal arrows you can move items from the *Available fields* section to the *Selected fields* one and vice versa. And to move the fields inside the *Selected fields* section use the vertical arrows.

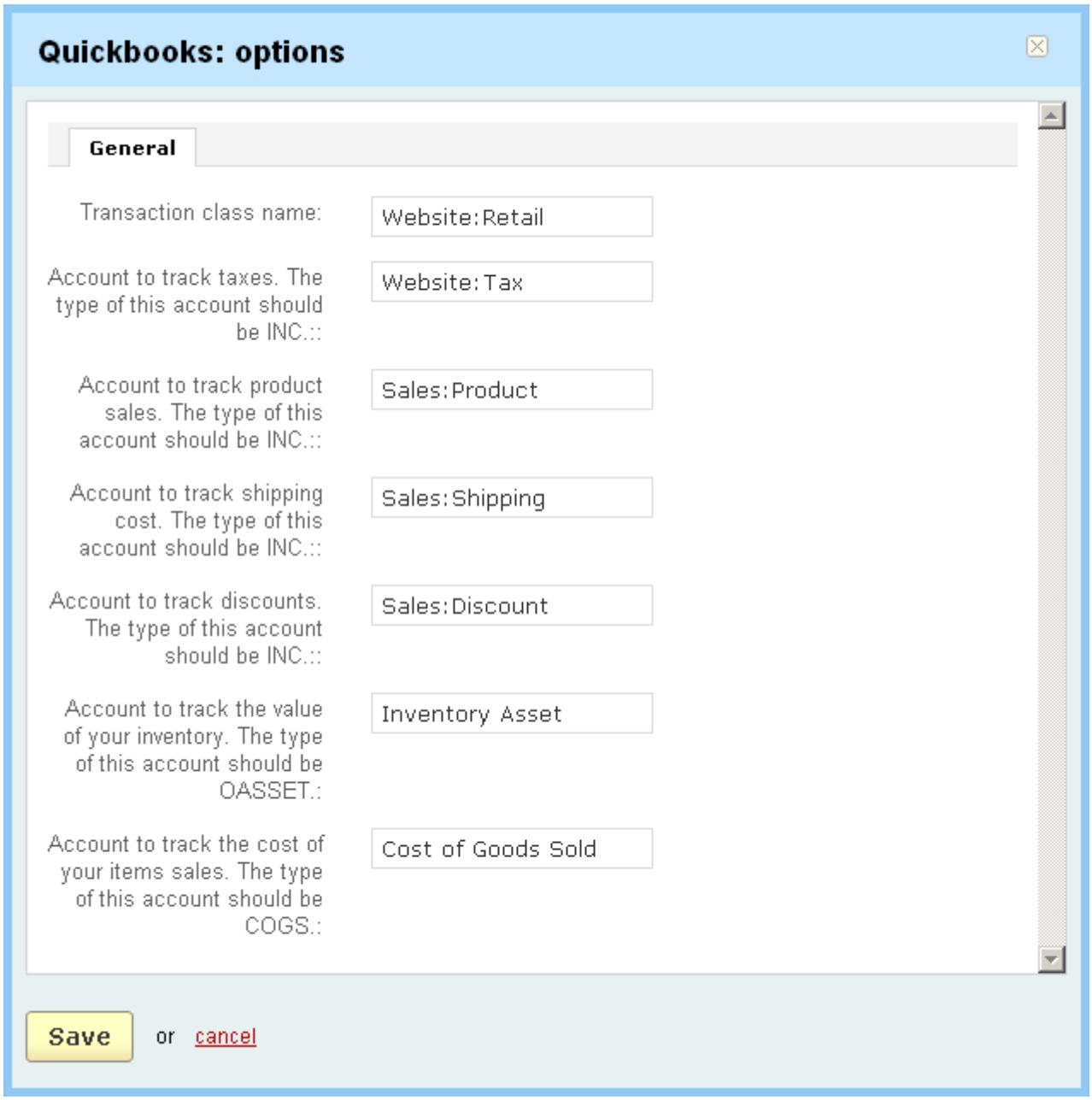
Also you can select the parameter by which products in the price list will be sorted in the *Sort by* drop down field.

- *Group by category* - if enabled, products in the price list will be grouped by category.
- *Include product options* - if enabled, the price list will contain product options.

To generate the price list in XLS and PDF formats use the links given in the **XLS layout** and **PDF layout** sections respectively.

Price list options

It is not necessary for you to understand double-entry book-keeping or standard accounting procedures in order to run your business. **QuickBooks software** will help you if you have no formal accounting training. QuickBooks is used to track expenses, prepare and send invoices, prepare financial statements, track inventory and many other tasks. Here are some parameters of a file exported to Quickbooks that you can set up.


Quickbooks: options
General
Transaction class name:
Website:Retail
Account to track taxes. The type of this account should be INC.::
Website:Tax
Account to track product sales. The type of this account should be INC.::
Sales:Product
Account to track shipping cost. The type of this account should be INC.::
Sales:Shipping
Account to track discounts. The type of this account should be INC.::
Sales:Discount
Account to track the value of your inventory. The type of this account should be OASSET.:
Inventory Asset
Account to track the cost of your items sales. The type of this account should be COGS.:
Cost of Goods Sold
Save
or
cancel

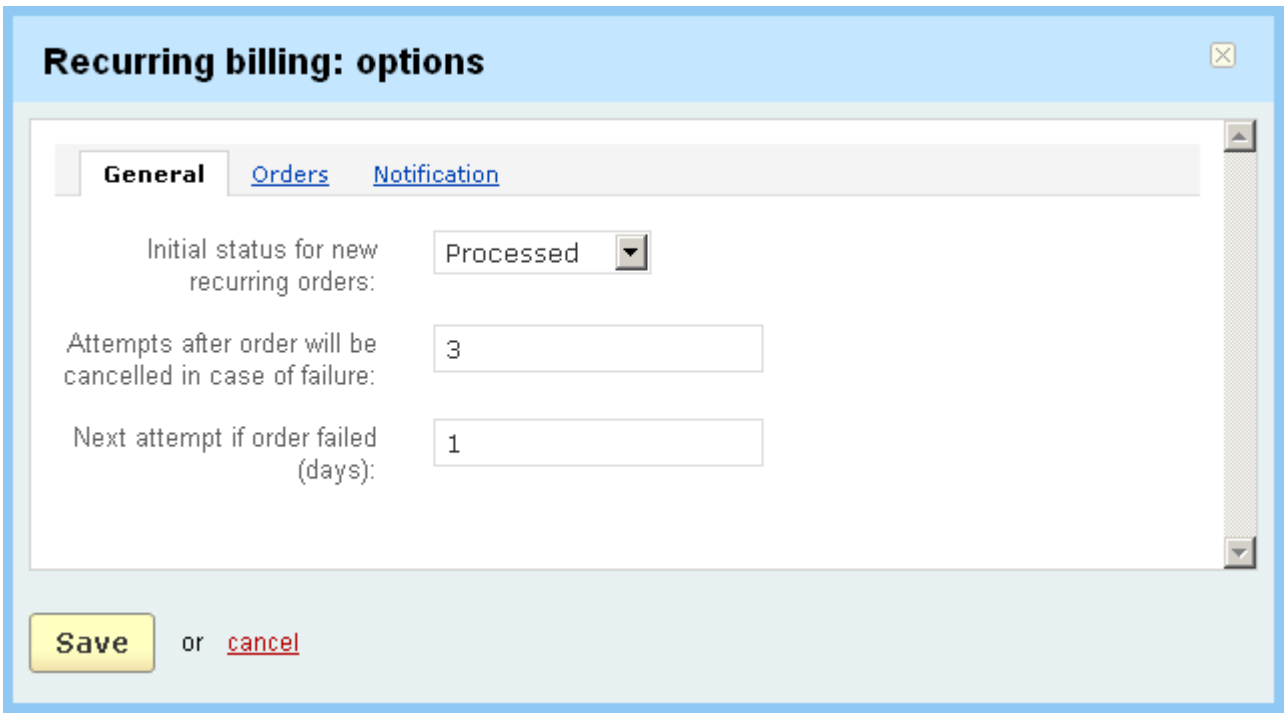
Quickbooks

Recurring billing

- *Initial status for new recurring orders* - choose the order status that will be given to an order (recurring order) after it is placed;

- *Number of attempts after order failed* - number of attempts to process the order after it got the **Failed** status;

- *Next attempt if order failed* - number of days after which the next attempt to process the order may be made.



Recurring billing - General

In the **Orders** tab you can specify E-mail subject and E-mail header for default order statuses. The values entered here override standard values (defined in **Orders->Order statuses**) for subscription-based products.

In the **Notification** tab you can set the notifications of manual paying, of future paying and of subscription changing.

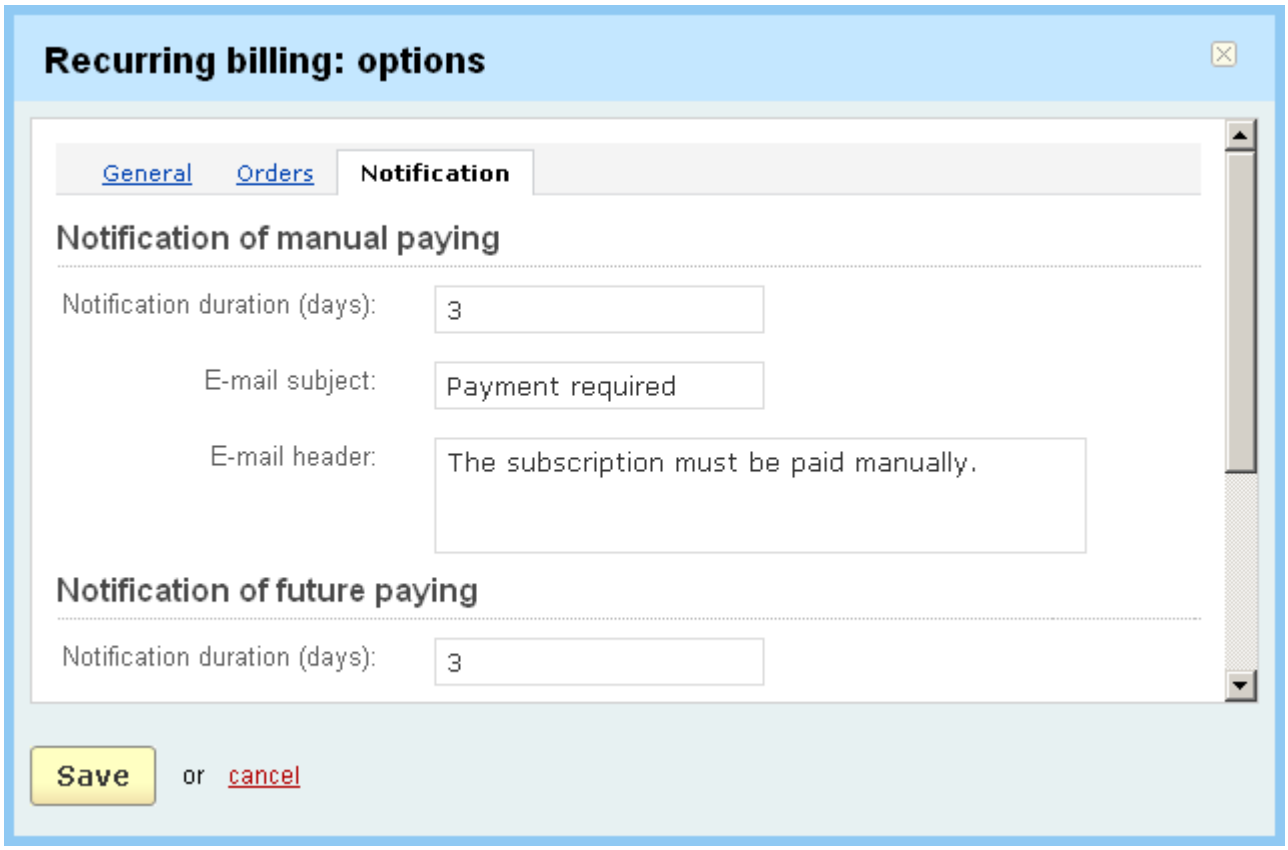
- *Notification duration (days)* - period during which the notification will be sent to subscribers each day.

For example, 3 days is set for **Notification of manual paying**. So if the automatic payment failed, the notification of the necessity to pay manually will be sent three days in a row.

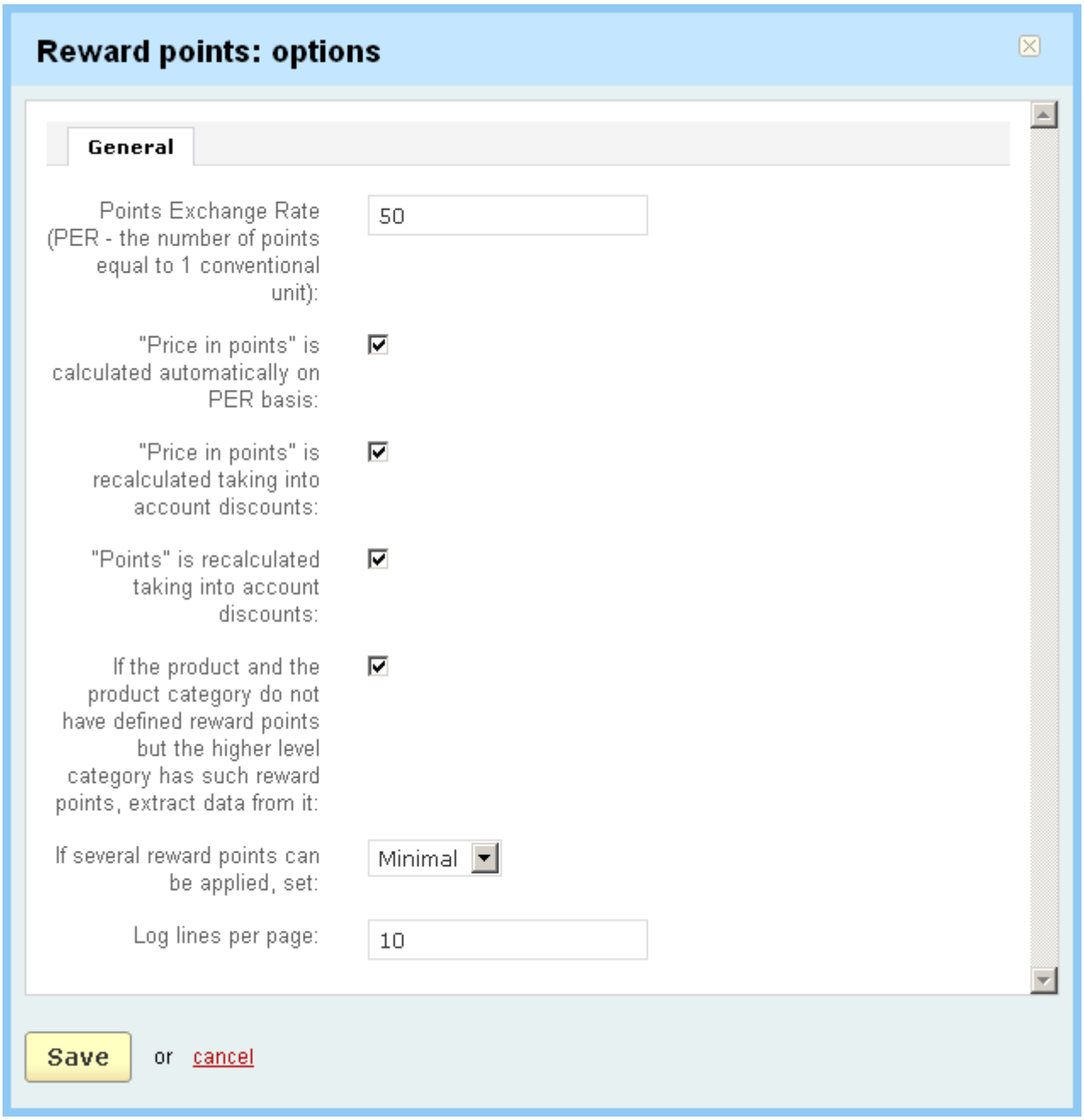
If 3 days is set for **Notification of future paying**, the notifications will be sent starting three days prior to the date of payment.

- *E-mail subject* - subject of the e-mail notification;

- *E-mail header* - header of the e-mail notification;



In the tab '**Reward points**' you can set the following parameters of the **Reward points** addon:


Reward points: options
General
Points Exchange Rate (PER - the number of points equal to 1 conventional unit):
50
"Price in points" is calculated automatically on PER basis:
"Price in points" is recalculated taking into account discounts:
"Points" is recalculated taking into account discounts:
If the product and the product category do not have defined reward points but the higher level category has such reward points, extract data from it:
If several reward points can be applied, set:
Minimal
Log lines per page:
10
Save
or
cancel

Reward points

- *Points Exchange Rate (PER – the number of points equal to 1 conventional unit)* – this exchange rate specifies how much one currency is worth in terms of points;

- *'Price in points' is calculated automatically on PER basis* – if ticked off then price in points directly depends on points exchange rate. For example, if the Point Exchange Rate is 10 and product price is $50, the price in points will be 500 (50*10=500);

- *'Price in points' is recalculated taking into account discounts* – tick off to enable;

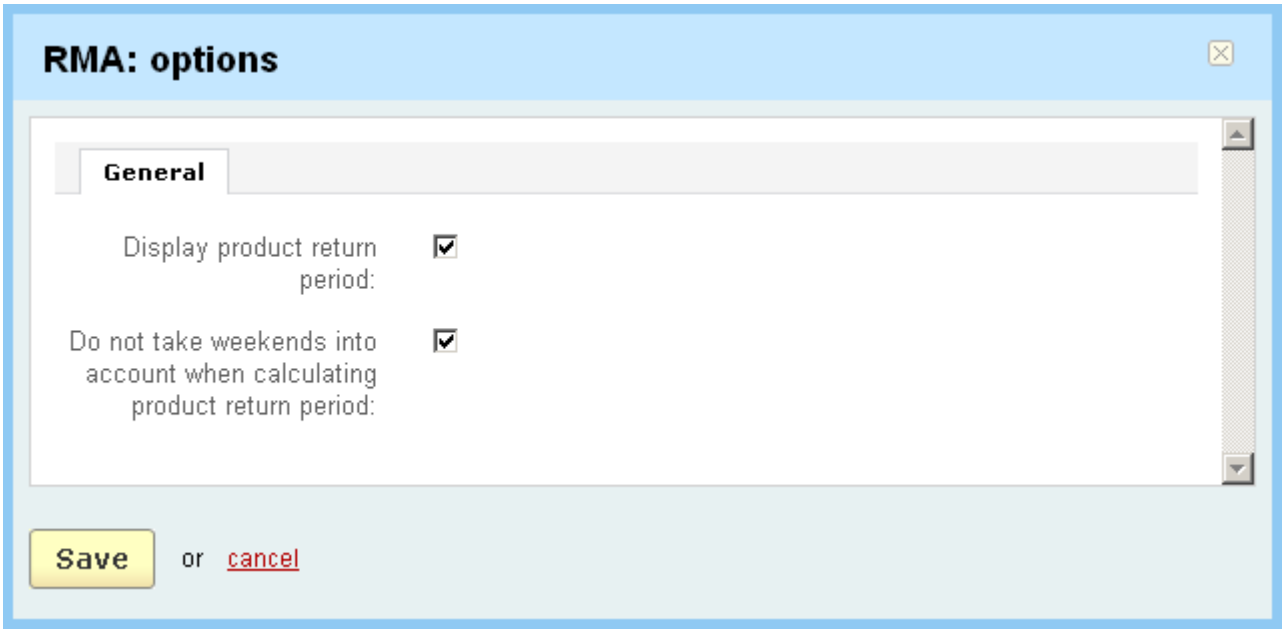
- *'Points' is recalculated taking into account discounts* - tick off to enable;

- *If the product and the product category do not have defined reward points but the higher level category has such reward points, extract data from it* – for example, a customer buys a product which is located in the *Children's book* subcategory and reward points are defined neither for the product nor for the subcategory, but reward points of the Book category (a higher level category) are set to 10 points, therefore these 10 points will be added to the account;

- *If several reward points can be applied, set* – if such a situation occurs that different numbers of points can be added you can choose either Minimal or Maximal;

- *Log lines per page* – the number of log lines on the 'Reward points log' page. If the number of logs is larger than set in this field, they will be displayed on several pages.

If you make any changes click on Save to save the changes to the database.

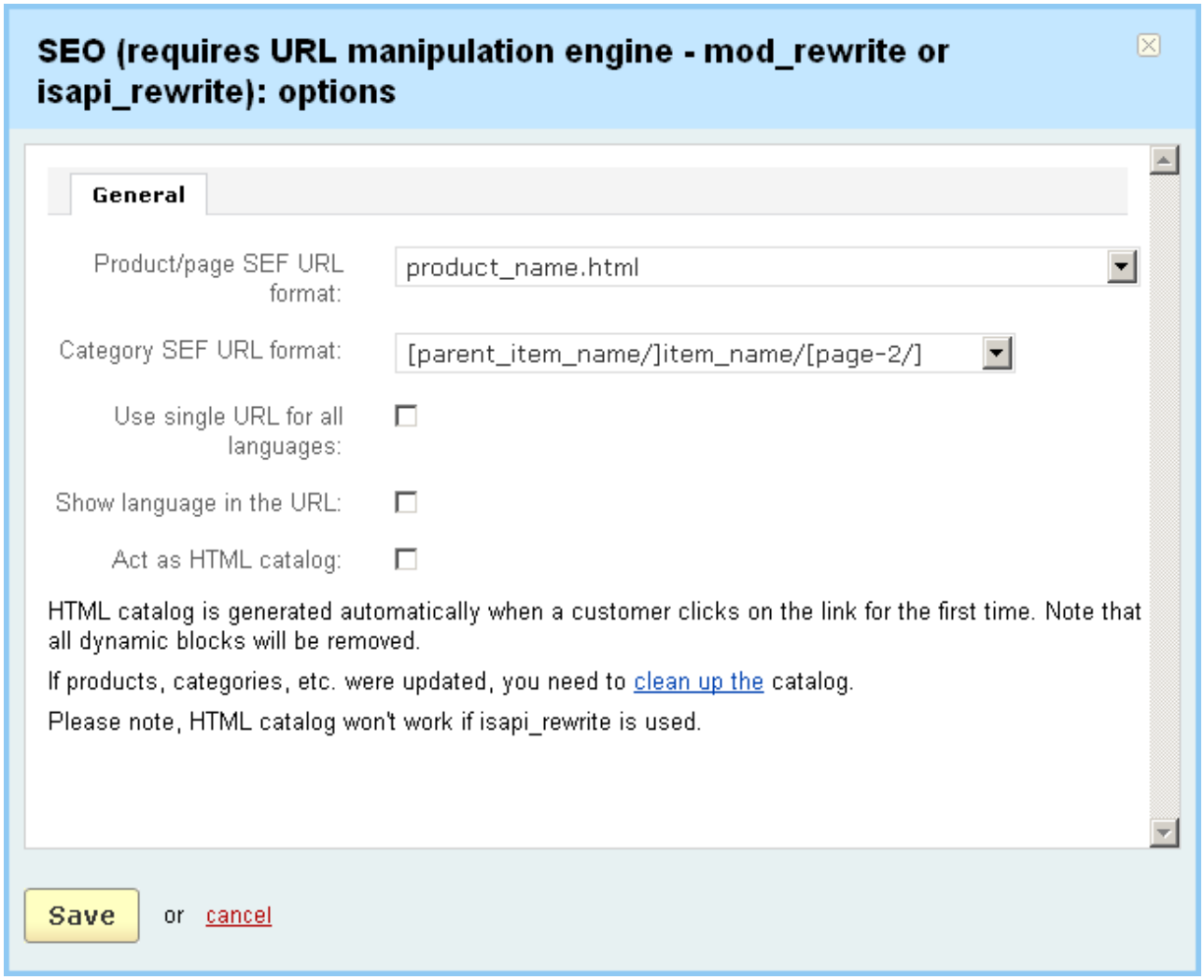


RMA

- *Display product return period* - if the check box is ticked off the product return period will be displayed in the storefront;

- *Do not take weekends into account when calculating product return period* - if ticked off then Saturdays and Sundays will not be included in the return period.

If you make any changes click on Save to save the changes to the database.


SEO (requires URL manipulation engine - mod_rewrite or isapi_rewrite): options
General
Product/page SEF URL format:
product_name.html
Category SEF URL format:
[parent_item_name/]item_name/[page-2/]
Use single URL for all languages:
Show language in the URL:
Act as HTML catalog:
HTML catalog is generated automatically when a customer clicks on the link for the first time. Note that all dynamic blocks will be removed.
If products, categories, etc. were updated, you need to clean up the catalog.
Please note, HTML catalog won't work if isapi_rewrite is used.
Save
or
cancel

SEO settings

SEO (requires Apache + mod_rewrite installed)

This module (Search Engine Optimization) is aimed at those who cares for promotion of their sites in search engines such as Google. Such systems sense static pages much more easily than dynamic that is why the module automatically turns dynamic page URLs into static ones. The dynamic page URLs of the following objects will be turn into static ones - product, category, CMS (site info).

SEO is also concerned with advancing the goals of a website by improving the number and position of its search results for a wide variety of relevant keywords. Enable the module in order to optimize the site.

- *Product/page SEF URL format* - choose the URL type of the product static pages;

- *Category SEF URL format* - choose the URL type of the static pages for categories;

- *Use single URL for all languages* - if enabled, URL of the base language will be used for all the other languages (for backward compatibility with old systems);

- *Show language in the URL* - tick off if you want to display the language code in the URL. The language code will follow host name and directory name;

- *Act as HTML catalog* - tick off to generate an HTML version of the catalog.

The **SMS notifications** addon gives you the capability to receive sms notifications about the state of things in your store. The addon works based on mobile messaging provider Clickatell. Its online SMS gateway platform will allow you to keep constant and accurate track of what goes on in your store.

Here are the parameters needed to be set:

- *Phone number* – phone number at which all sms notifications will be sent;

Clickatell settings (the authentication details required when connecting to the Clickatell gateway to send a message)

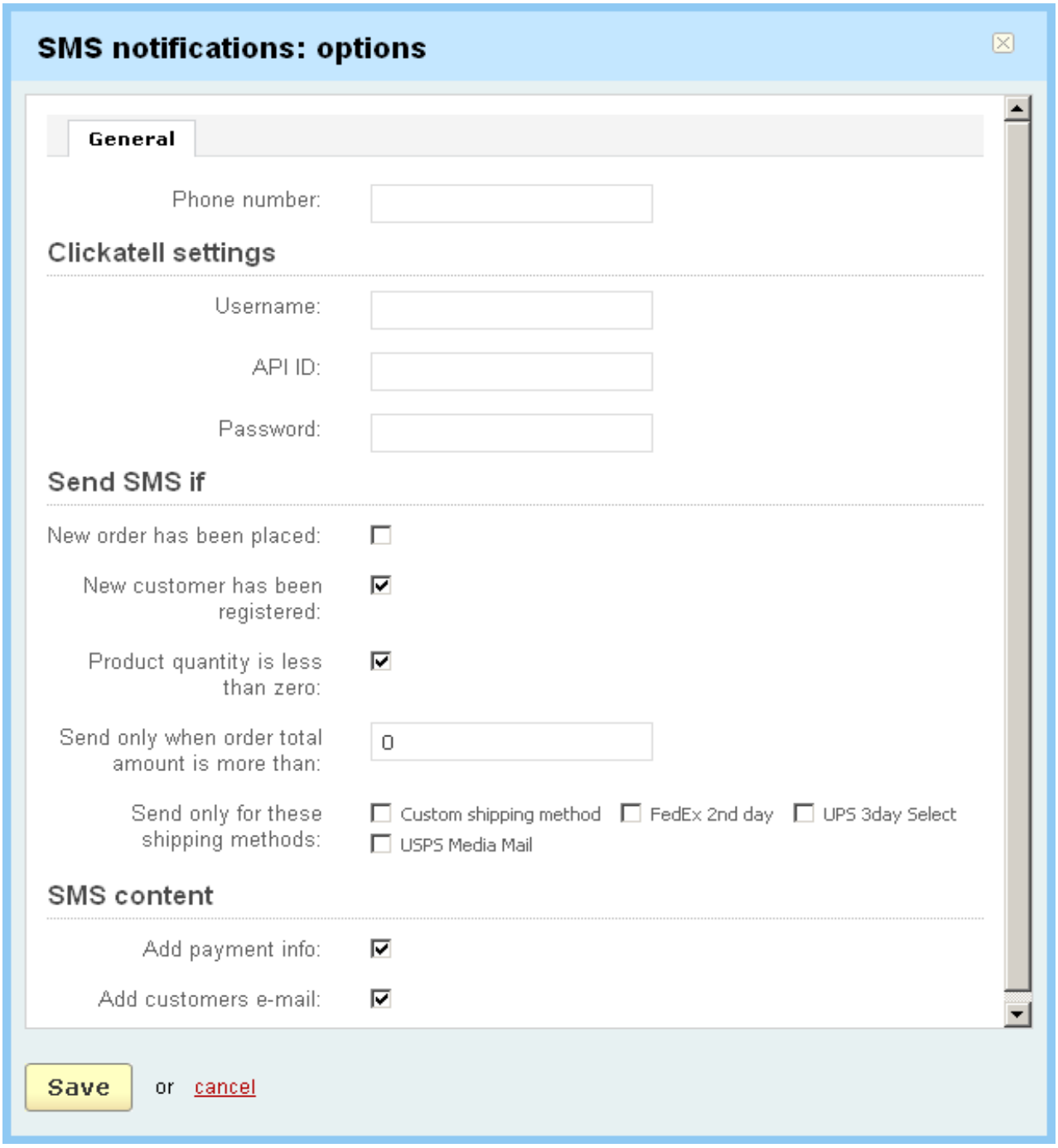
- *Username* – username registered for the Clickatell's account;
- *API ID* – unique API ID assigned during registration;
- *Password* – Clickatell's password;

Send SMS if

- *New order has been placed* – tick off and sms notifications will be sent if a new order is placed;
- *New customer has been registered* – tick off and sms notifications will be sent if a new customer is registered;
- *Product quantity is less than zero* – tick off and sms notifications will be sent if a product is out of stock;
- *Only send when order total amount more than* – set the minimum amount of an order that you will be notified of;
- *Only send for this shipping methods* – sms notifications are sent only when the selected shipping methods are chosen for orders.

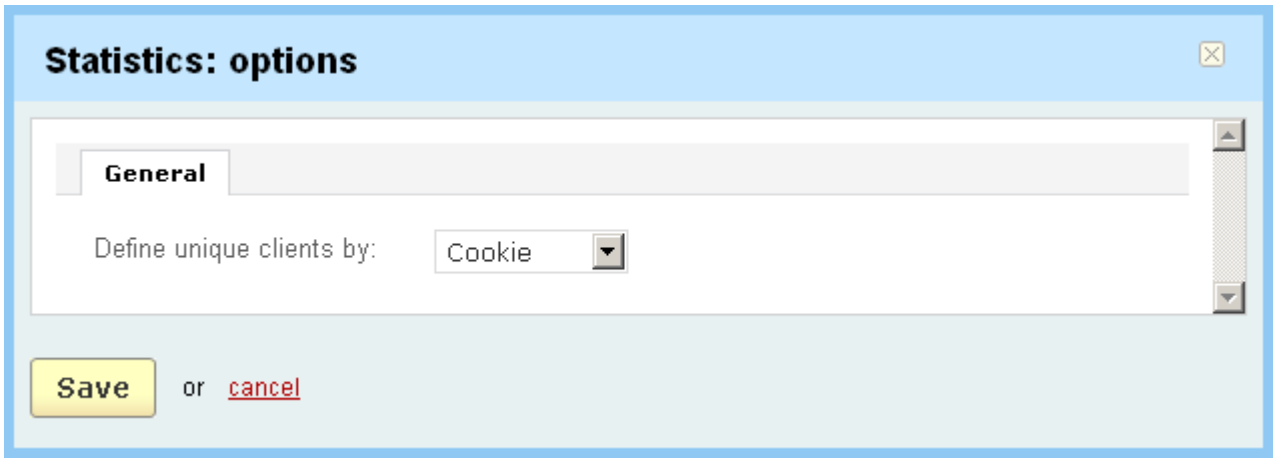
SMS content

- *Add payment info* – tick off and payment info will be included in the sms notification;
- *Add customers e-mail* – tick off and customer's e-mail address will be included in the sms notification.



SMS notifications

If you edit any parameter, click on the Save button to save the changes in the database.

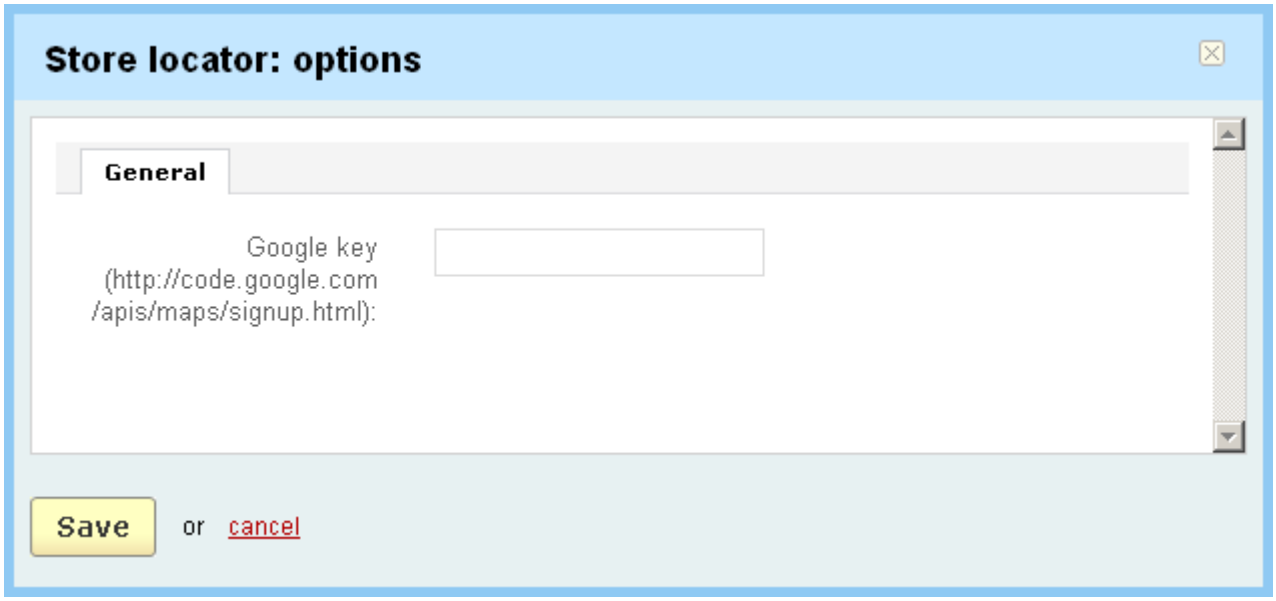


Statistics

- *Define unique clients by* - Cookie or IP address.

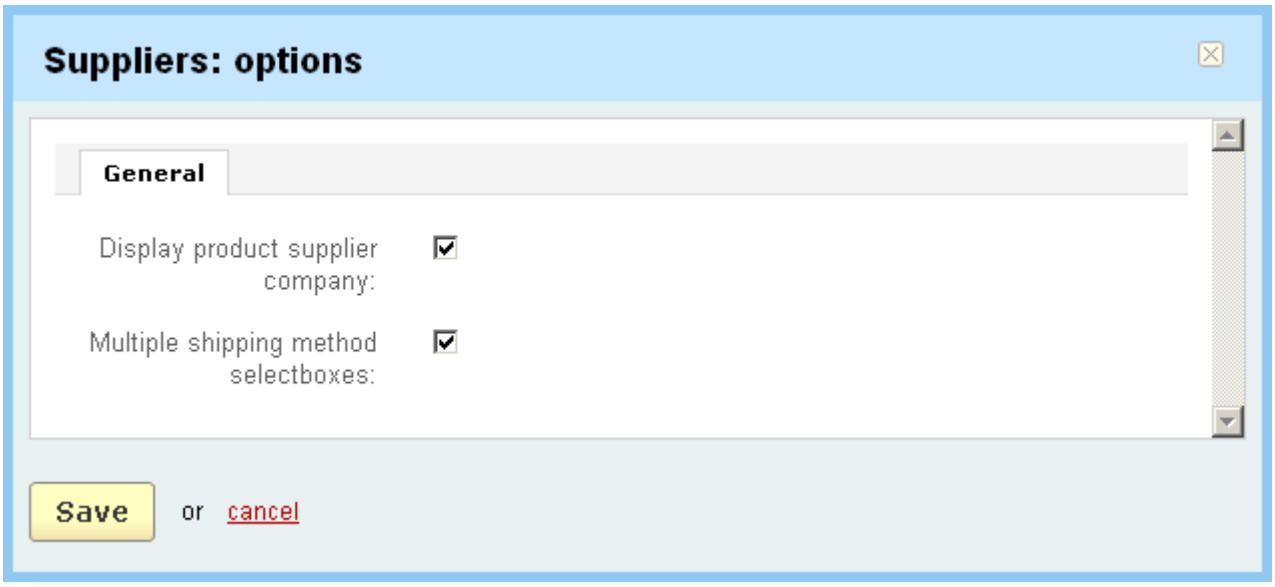
If you set it to *Cookie*, then you get more precise data because each user is saved in memory by some browser parameters. And when it is set to *IP address*, then several users with one IP address can be saved in memory as one.

Click on Save if you change the value of the setting.



Store locator

- *Google key (http://code.google.com/apis/maps/signup.html)* – Google Maps API key. To get a Maps API key you must have a Google Account, and your API key will be connected to your Google Account.



Suppliers

The **Suppliers** addon allows vendors to sell products which they do not have in stock.

- *Display product supplier company* - if ticked off then the supplier of product will be displayed in the storefront;

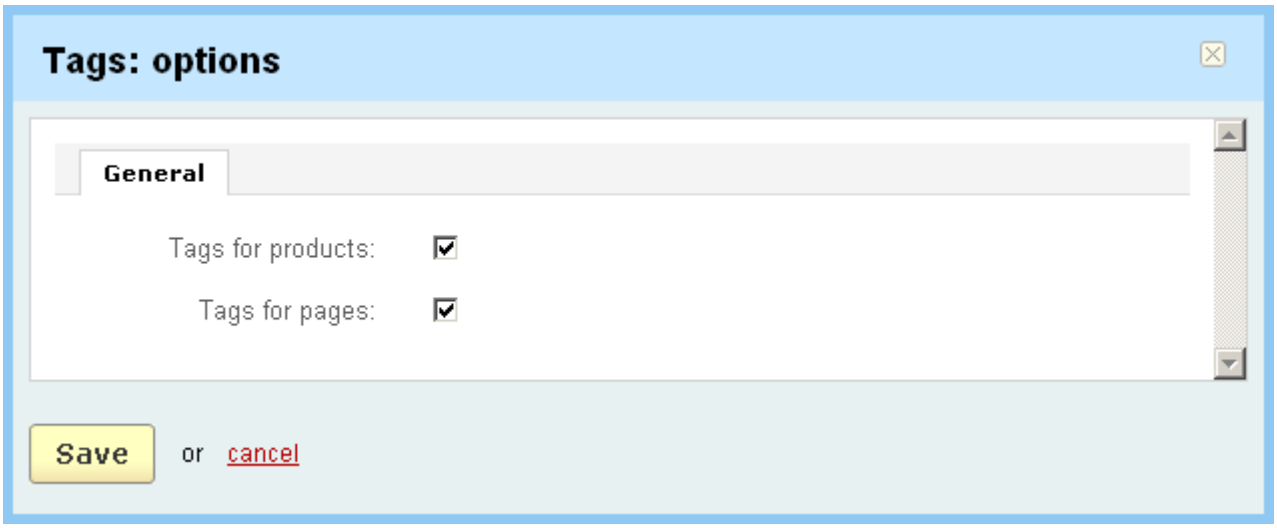
- *Multiple shipping method selectboxes* - if it is ticked off then the select box with all possible shipping methods is displayed for every supplier.

If you change the settings click on Save.

In the **Tags** tab you can enable/disable the ability to assign tags to products and content pages.

- *Tags for products* – if enabled, there is the ability to assign tags to products;

- *Tags for pages* – if enabled, there is the ability to assign tags to pages.



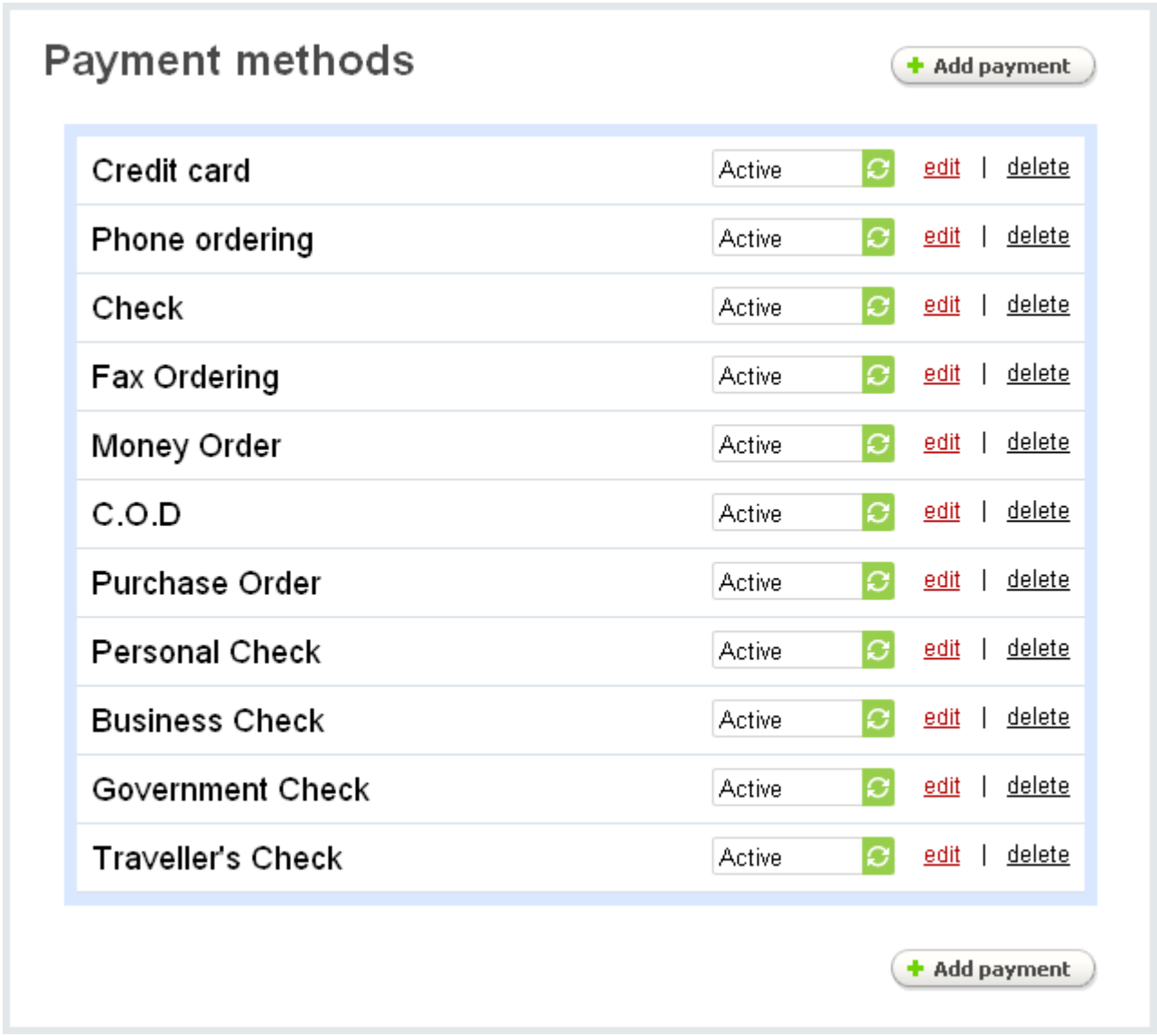
Tags

If you make any changes, click on the Save button.

5.6.3 Payment methods

The '**Payment methods**' page allows you to customize completely the payment system of your store, allows to modify or ban the existing methods and create your own ones.

This page contains a list of payment methods. Names and statuses of the payment methods are given in the list.


Payment methods
Add payment
Credit card Active edit | delete
Phone ordering Active edit | delete
Check Active edit | delete
Fax Ordering Active edit | delete
Money Order Active edit | delete
C.O.D Active edit | delete
Purchase Order Active edit | delete
Personal Check Active edit | delete
Business Check Active edit | delete
Government Check Active edit | delete
Traveller's Check Active edit | delete
Add payment

Payment methods

To delete a payment method:

- click on delete the entry you want to delete.

To add a new payment method use the Add payment button. In the pop-up section fill in the necessary fields and click on **Create**.

To edit a payment method click on the edit link of the method and edit the following parameters:

- *Name* - name of the payment method;
- *Position* - define position of the method in the list (ordinal number);

- *Processor* - here you choose whether the process of payment is online or offline. When you select a payment processor in the select box, the '*Configure*' tab appears. Click on the tab to set up the payment method with your payment gateway/system account.

- *Template* - template which displays supplementary fields (text input boxes) in the storefront.

- *User groups* - user groups for which this payment method is available;

You can define user groups using the instructions in the chapter **Users->User groups**.

- *Description* - enter additional information that will be displayed next to the payment method in the storefront;

- *Surcharge* - define an additional fee for the payment method. The fee can be specified as a percentage of the order total amount(%) or a flat rate($). If both rates are defined then the percentage is applied first and only after that the absolute value is added.

- *Status* - status of the payment method (Active - available in the storefront, Disabled - unavailable in the storefront);

- *Icon* - icon of the payment method. You can download the icon from a local computer, a server or type a direct link to the image. You can also define an alternative text for the icon.

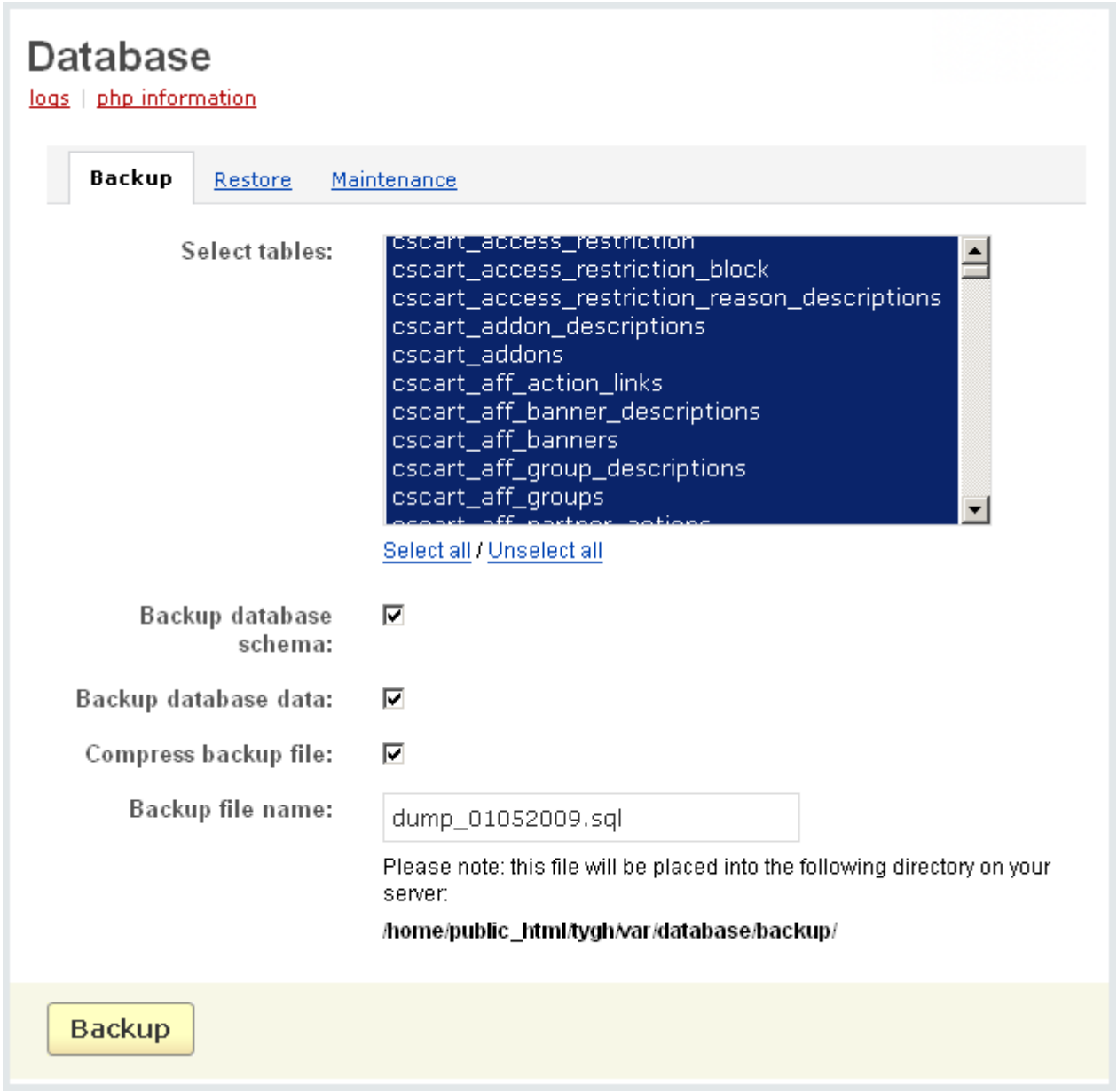
Icons downloaded for payment methods are displayed in a special block. To display the icons in the storefront, remember to create a block where **Block content** set to **Payment methods**. To learn more about blocks refer to **Design->Blocks**.

If you edit the value of some fields, click on Save to save the changes.

5.6.4 Database

The CS-Cart shopping cart software includes a tool allowing you to make backup copies of the database, or to restore the database from a backup copy. It is recommended that you back up your database periodically using the '**Database**' section, which contains the following tabs:

- '**Backup**';
- '**Restore**';
- '**Maintenance**'.



Backup

The '**Backup**' tab includes the following elements:

- *Select tables* – list of the database tables you have chosen to back up.

To select multiple entries, press and hold the Ctrl or Shift key.

- *Backup database schema* – should be normally enabled, to specify that the database backup file will include the table structure;

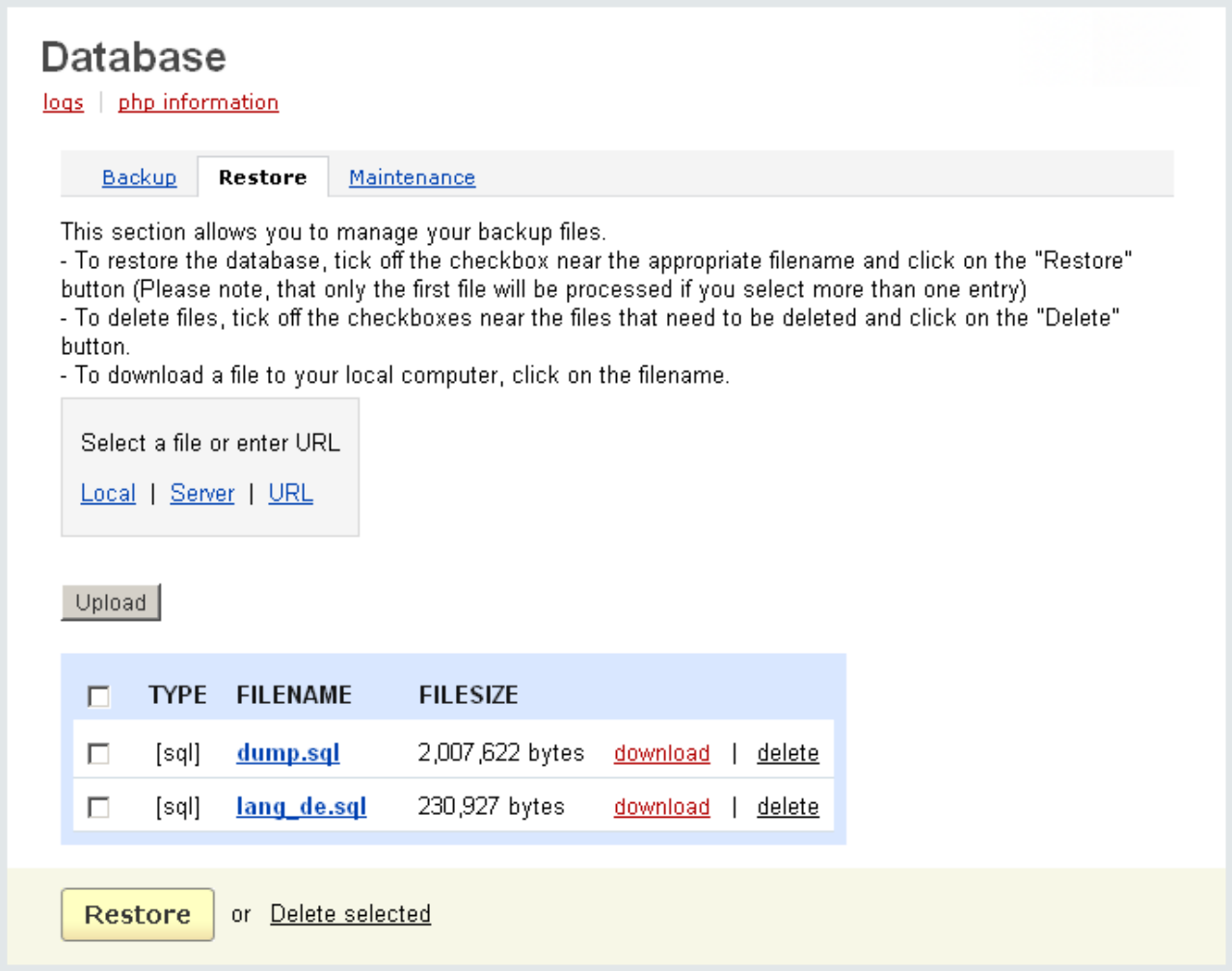
- *Backup database data* – should be normally enabled, to specify that the database backup file will include the actual table data;

- *Compress backup file* – if this option is enabled, the database backup file will be compressed in a .tar achieve to save space;

- *Backup file name* – the desired filename.

After entering all parameters, click on Backup to backup the database.

Your database backup file will be located in the '*database/backup*' directory within the CS-Cart directory. By default, it will be: 'shop/database/backup/'.


Database
logs | php information
Backup
Restore
Maintenance
This section allows you to manage your backup files.
- To restore the database, tick off the checkbox near the appropriate filename and click on the "Restore" button (Please note, that only the first file will be processed if you select more than one entry)
- To delete files, tick off the checkboxes near the files that need to be deleted and click on the "Delete" button.
- To download a file to your local computer, click on the filename.
Select a file or enter URL
Local | Server | URL
Upload
TYPE
FILENAME
FILESIZE
[sql]
dump.sql
2,007,622 bytes
download | delete
[sql]
lang_de.sql
230,927 bytes
download | delete
Restore
or Delete selected

Restore

The '**Restore**' tab is used for managing the database backup files, and restoring the database if necessary. It contains:

- the file upload section;
- a list of database backup files.

To upload the database backup file to the server:

- select a file or enter URL;
- click on Upload.

The file will be uploaded to the 'your_shop/database/backup/' directory on your server (where your_shop is the name of the directory used for your shop).

The list of backup files is represented as a table consisting of the following columns:

- *Select column*;
- *Type* – the file type (.sql or .tgz);
- *Filename* – name of the backup file;
- *Filesize* – size of the backup file.

To restore the database from a backup file in the event of a problem:

- place a check mark in the Select box for the file you want to use;
- click on Restore.

To delete a backup file:

- tick off the file you want to delete;
- click on Delete selected.

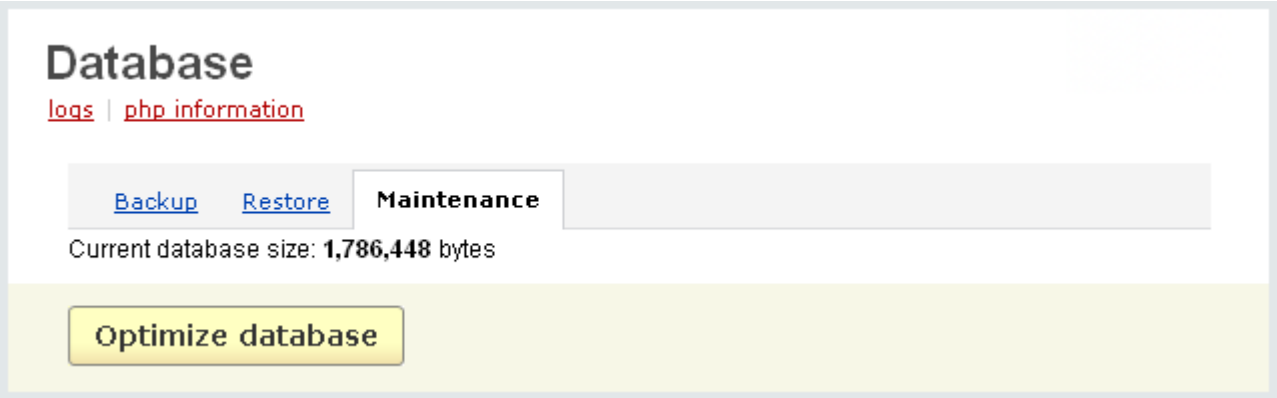
To load file from server to your local computer:

- use the link in the '*Filename*' field of the desired file.

The '**Maintenance**' tab contains information about the size of the database ('*Current database size*' field).

To optimize the database click on Optimize database.

You can use this procedure periodically to reclaim the unused space and to defragment the file.



Maintenance

At the top you will see two links: *Logs*, *PHP information*. Using the *PHP information* link you can view the PHP details. After clicking on the *Logs* link you will be taken to the '**Logs**' page where you can keep record of some kinds of actions in your CS-Cart, such as update of a user, creation of a new order, etc.

For more information see the chapter **Administration->Logs**.

The log files are stored in the file system. If you want to find some log files you can do it using the '**Logs**' page. For example, if a product was deleted from the database by someone else (e.g. by another administrator) you can search for the registration of this deletion using the '**Logs**' feature. A log file of such type keeps information on deletion date and on a doer of the action.

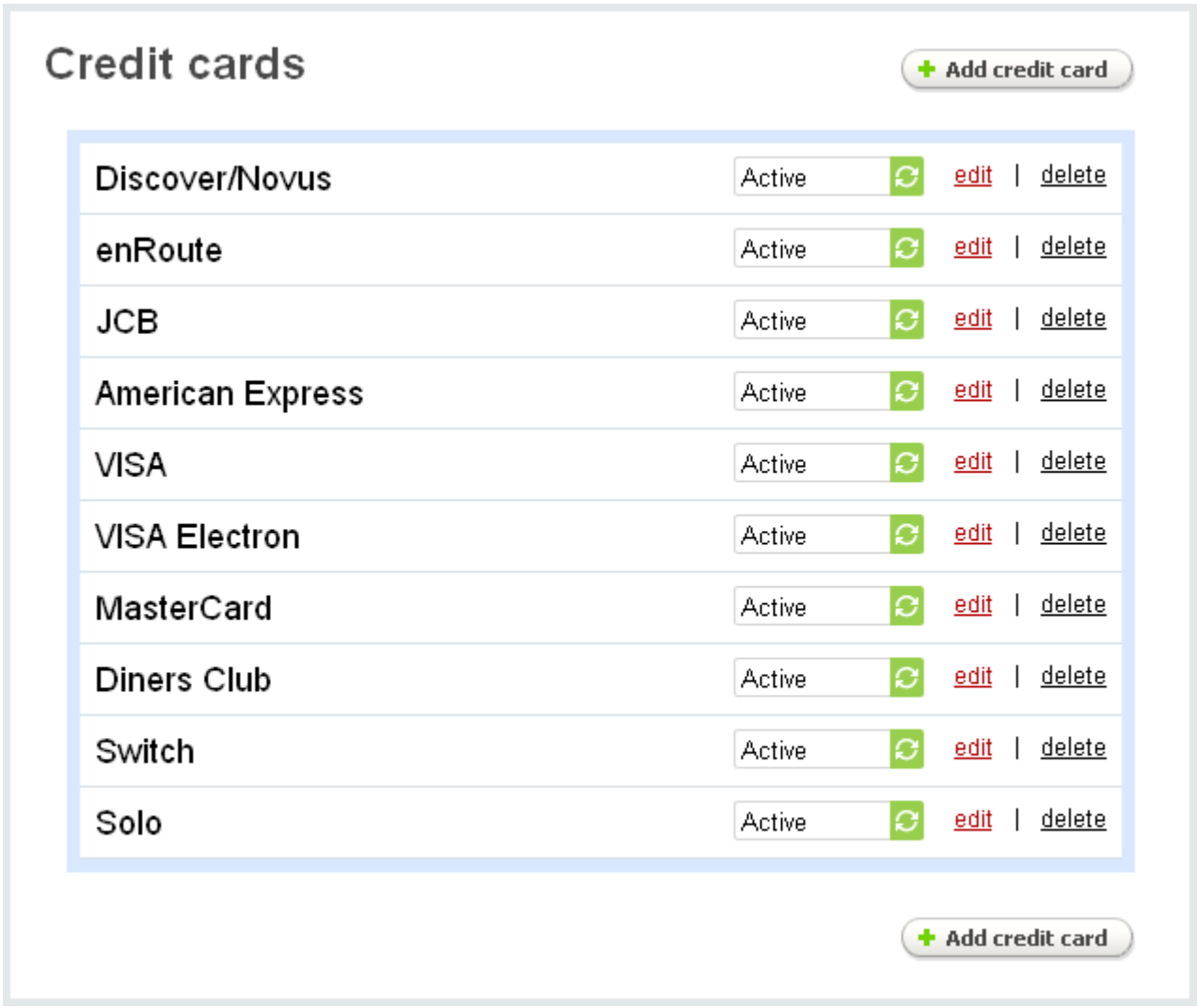
You can define what type of action will be logged by CS-Cart in the '**Logging**' section of the '**Settings**' page.

If there exists no log file of the fulfilled action, please check whether logging of this type of action is enabled in the '**Logging**' section of the '**Settings**' page.

5.6.5 Credit cards

The '**Credit cards**' feature allows you to specify the types of credit cards that you accept.

On the page a list of all credit cards defined in your store is displayed. Names and statuses (Active or Disabled) of credit cards are given in the list.


Credit cards
+ Add credit card
Discover/Novus Active edit | delete
enRoute Active edit | delete
JCB Active edit | delete
American Express Active edit | delete
VISA Active edit | delete
VISA Electron Active edit | delete
MasterCard Active edit | delete
Diners Club Active edit | delete
Switch Active edit | delete
Solo Active edit | delete
+ Add credit card

Credit cards

To delete a credit card type from the list:

- click on delete of the entry you want to delete.

To add a new credit card to the list use the + Add credit card button, fill in the necessary fields in the pop-up section and click on Create.

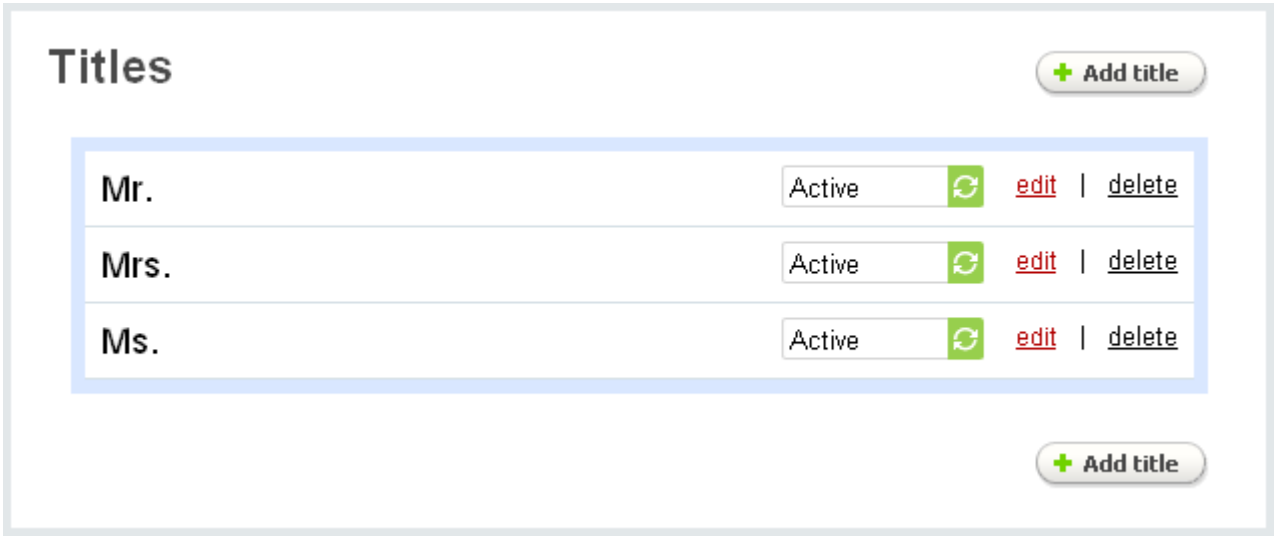
To edit a credit card click on the edit link of the necessary entry and edit the following parameters:

- *Card name* – name of the credit card;
- *Position* – position of the credit card in the list (ordinal number);
- *Card code* - code assigned to the card;
- *Icon* - icon of the credit card. You can download the icon from a local computer, a server or type a direct link to the image. You can also define an alternative text for the icon;
- *CVV2* - place a check mark in this field if you require customers to enter their 'Card Verification Value';
- *Start date* - place a check mark in this field if you require customers to enter their credit card start date;
- *Issue number* - place a check mark in this field if you require customers to enter their credit card issue number;
- *Localization* - select a localization for which this credit card can be used.

If you change some parameters ('*Card code*', '*Card name*', '*CVV2*', '*Start date*', '*Issue number*') click on Save to save the changes in the database.

5.6.6 Titles

The '**Titles**' form allows you to define titles that are traditional in your country.



Titles

The form contains a list of the titles defined in the store. Titles themselves and their statuses are given in the list.

To delete a title from the list:

- click on delete of the title you want to delete.

To add a new title, use the + Add title button. In the pop-up section enter the necessary parameters and click on Create.

To edit a title click on the corresponding **edit** link and you will be able to edit the following parameters:

The list of titles is represented as a table consisting of the following columns:

- *Title* – the title itself;
- *Position* – ordinal number of the title in drop-down box in the storefront;
- *ID* – the ID you wish to assign to the title.

If you change some parameters click on Save to save the changes in the database.

To enter the title position number:

- enter the number into the '**Position**' field;
- click on Save.

For example, if you enter 1 for 'Ms.' and 2 for 'Mr.' in the example shown in the figure, the order of the titles will change in the storefront: 'Ms.' will be displayed first.

By default, if there are no numbers in the '*Position*' field, titles will be listed in alphabetical order.

5.6.7 Currencies

This page is aimed at those who wish to allow visitors to view product prices in different currencies. On the page you can add new currencies for the store or modify the defined ones.

When you enter product prices it is assumed they are in primary currency.

Currencies
Add currency
BASE CODE NAME RATE SIGN AFTER SUM THS SIGN DEC SIGN DECIMALS STATUS
usd US D 1.00000 $, . 2 Active delete
eur Eurc 1.28000 € , . 2 Active delete
gbp GB P 1.88000 £ , . 2 Active delete
Save or Delete selected
Add currency

Currencies

A list of the currencies defined in the store is given on the page. All the data is is represented in a table consisting of the following columns:

- *Select column* - select the necessary currency;
- *Base* - you can choose only one base currency for the store;
- *Code* - unique currency code;
- *Name* - descriptive name for the currency (US dollar, Euro, etc.);
- *Rate* - it allows to define exchange rate between base currency and other currencies. It is more convenient to take the base currency as 1 and calculate the others correspondingly to the base one. Let's consider the example in the picture above, US Dollar is the base currency and the *Rate* value of other currencies shows how many dollars are equivalent to 1 euro and 1 pound. So, we see that 1.280 dollars are in one euro and 1.880 dollars are in a pound.
- *Sign* - generally accepted symbol of the currency;
- *After sum* - if this check box is ticked off the symbol of the currency is shown after its value, otherwise it is displayed before;
- *Ths sign* - select thousand separator that will be displayed in the storefront;
- *Dec sign* - select decimal separator that will be displayed in the storefront;
- *Decimals* - the number of digits after the decimal sign;
- *Status* - status of the currency (Active - the currency is available for customers in the storefront, Disabled - the currency is not available for customers in the storefront).

If you change any parameters, click on Save to save the changes in the database.

To delete a currency:

- put a tick mark in '*Select column*' of the currency you want to delete;
- click on Delete selected.

A new currency can be added with the help of the + Add currency button. Click on it, enter the necessary data in the pop-up section and click on the Create button.

If you use a payment gateway to process credit cards and it supports different currencies, you can define the currency only in respective section on the '**Payment method**' page. The list of defined currencies does not affect the currency in which the payment will be accepted.

5.6.8 Import data

If you wish, you can import data into your CS-Cart store using '.csv' files (files in which the entries are separated by appropriate delimiters such as commas). This procedure makes administration easier by allowing you to use information created with other software. This feature gives the ability to import language variables, order items, orders, images, products, wholesale prices, users.

There are four links (Orders, Products, Translations, Users) on the right.

Each link directs to the corresponding tab(s). All tabs are represented in a similar way, first there is a list of the fields that the import file can contain and then the '**Import options**' section follows. The options of this section are related to the import process:

- *Language* - choose a language in which the data will be imported;

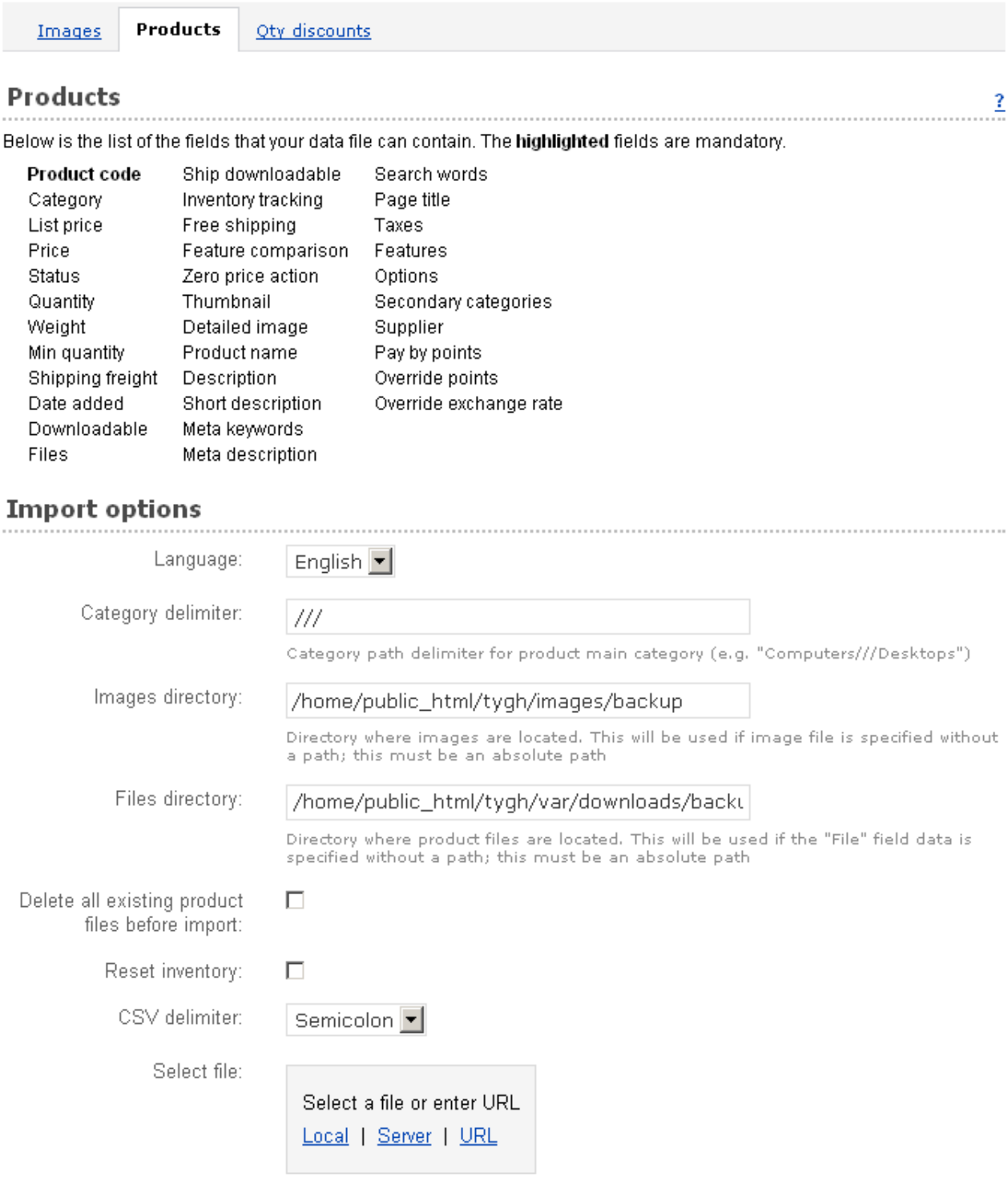
- *CSV delimiter* - specify whether the data in the CSV file is separated by commas, semicolons, or tabs;

- *Select file* - choose a file by either clicking on **Browse** and using the '**Choose file**' window or typing in the file URL;

- *Images directory* - the directory where images are located, it will be used if the image file is specified without a path;

- *Category delimiter* - delimiter of the category path;

- *Files directory* - the directory where downloadable files are located, it will be used if the files are specified without a path;



Product import

The **Translations** link directs to the **Language variables** tab where you can import language variables to your store. The fields of this tab are:

- *Name* - name of the variable;
- *Value* - variable value(content);
- *Language* - two-digit language code (e.g. EN).

All three fields are mandatory.

There is the tab '**States**' on the same page. Here you can import information about the states. Your import file is required to contain the following fields:

- *State* - name of the state (e.g. New York);
- *Code* - state code according to ISO standards (e.g. NY);
- *Country code* - country code according to ISO standards (e.g. US).

Following the **Orders** link on the right you are taken to the page with two tabs: **Order items** and **Orders**.

In the '**Order items**' tab the following fields are represented:

- *Order ID* - order identification number (number);
- *Item ID* – special product ID in the order (to avoid conflict if we buy, for example, two products with different options) (number);
- *Product ID* – product identification number (number);
- *Product code* – code of the product;
- *Price* – product price (number);
- *Quantity* – number of order items (number);
- *Extra* - additional information in internal format.

In the '**Orders**' tab the following fields are represented:

- *Order ID* – order identification number (number);
- *E-mail* - user's e-mail;
- *User ID* – ID of the user (number);
- *Total* – order total amount (number);
- *Subtotal* – subtotal amount (number);
- *Discount* – discount (number);
- *Payment surcharge* – charges for the payment (number);
- *Shipping cost* – (number);
- *Date* – date (when the order was placed) given in the format month/day/year (12/25/2005);
- *Status* – order status (C - Completed, O - Open, etc... All statuses are displayed on the **Order statuses** page);
- *Notes* – notes of the customer (text);
- *Payment ID* – payment method ID (number);

- *IP address* – IP address of the customer (e.g. 192.168.0.3);
- *Details* – notes of the administrator (text);
- *Payment information* – encoded information about the payment;
- *Taxes* – tax information in internal format;
- *Coupons* – coupon information in internal format;
- *Shipping* – shipping information in internal format;
- *Title* – title of the customer (Mr, Mrs, etc);
- *First name* – user's first name;
- *Last name* – user's last name;
- *Company* – the name of the company;
- *Fax* – fax number;
- *Phone* - company phone;
- *Web site* – web site of the company;
- *Tax exempt* – whether the tax is imposed on the customer or not (Y – tax is not imposed, N – tax is imposed);
- *Language* - two-digit language code (e.g. EN);
- *Billing: title* – user's title (Mr, Ms, etc.);
- *Billing: first name* - user's first name (text);
- *Billing: last name* - user's last name (text);
- *Billing: address* - user' s address (text);
- *Billing: address (line 2)* - user's address (text);
- *Billing: city;*
- *Billing: state;*
- *Billing: country* - two-letter country code (e.g. US) (it can be found in the first column on the '**Manage countries**' page);
- *Billing: zipcode* – (numbers);
- *Shipping: title;*
- *Shipping: first name;*
- *Shipping: last name;*
- *Shipping: address;*
- *Shipping: address (line 2);*
- *Shipping: city;*
- *Shipping: state;*
- *Shipping: country* - two-letter country code (e.g. US) (it can be found in the first column on the '**Manage countries**' page);
- *Shipping: zipcode* - (numbers);
- *Extra fields* - additional fields in the format - {Field: value, Field2: value, Field3: value}.

By clicking on the **Products** link on the right you will open the page with three tabs: **Images**, **Products**, **Qty discounts**.

Images:

- *Product code*;

- *Pair type* – type of the pair (M - main, A - additional). The main pair of images is added in the '**Detailed information**' tab, and additional pair is added in the '**Images**' tab in the admin panel and displayed in the '**Images**' tab on the product details page in the storefront.

- *Thumbnail* – path to the image;

- *Detailed image* - path to the detailed image;

Products:

- *Product code*;

- *Category* – path to the main category (a///b///c);

- *List price* – product market price (in 0.00 format);

- *Price* - product price (in 0.00 format);

- *Status* - (A - active, D - disabled, H – hidden);

- *Quantity* – quantity in stock (number);

- *Weight* - product weight in the unit of weight defined in the CS-Cart admin panel (it is *lbs* by default in CS-Cart);

- *Min quantity*;

- *Shipping freight* – shipping cost (number);

- *Date added* – date (when the product was added) in the format month/day/year (12/25/2005);

- *Downloadable* – whether the product can be downloaded (Y or N);

- *Files* - full path to the file of the downloadable product. Also, only the file name can be specified if you fill in the **Files directory** field in the **Import options** section. Several files must be delimited by comma (file1.pdf, file2.jpg);

- *Ship downloadable* – whether to calculate the shipping for a downloadable product (Y or N);

- *Inventory tracking* - inventory tracking option (d - disable tracking, b - tracking with product options, o - tracking without product options);

- *Free shipping* - whether the product is shipped for free or not (Y or N);

- *Feature comparison* - whether you can add this product to the compare list or not (Y or N);

- *Zero price action* - zero price action option (R means 'Do not allow to add the product to cart', P - 'Allow to add the product to cart', A - 'Ask customer to enter the price');

- *Thumbnail* - path to the product image;

- *Detailed image* - path to the detailed image;

- *Product name* – product name (text);

- *Description* – product description (text);
- *Short description* – product short description (text);
- *Meta keywords* - the product META-keywords (text);
- *Meta description* - the product META-description (text);
- *Search words*;
- *Page title* - the name of the page displayed in the browser (text);
- *Taxes* – list of taxes separated by commas (e.g. VAT, California Sales Tax);
- *Features* - click on the **Notes** link to view the information about how to import product features;
- *Options* - click on the **Notes** link to view the information about how to import product options;
- *Secondary categories* – additional categories separated by semicolon (b///c; d/// e);
- *Supplier* - name of the supplier (name entered in the field 'Company' during registration);
- *Pay by points* – ability to pay for the product with points (Y or N);
- *Override points* – whether to recalculate the points for the product (Y or N) or not. If not, then the points specified for the category or global points are taken.
- *Override exchange rate* - (Y or N).

Qty discounts:

- *Product code* - the product code (number);
- *Price* - wholesale price (number);
- *Lower limit* - lower quantity limit (number); for example, from 1 item - $5, from 5 items - $4, from 10 items - $3;
- *User group* - name of the user group (e.g. Bronze).

Click on the **Users** link on the right and you will see the fields that can be imported for users.

Users:

- *E-mail* – user's e-mail;
- *Login* - user's login;
- *User type* – user type (A - administrator, C - customer, P - affiliate, S – supplier);
- *Active* – whether the user is active (Y or N);
- *User group ID* – (number);
- *Password* - password encoded with md5;
- *Title* – user's title (Mr, Ms);
- *First name* – user's first name;
- *Last name* – user's last name;
- *Company* – name of the company;

- *Fax* – fax number;

- *Phone* - user's phone;

- *Web site*;

- *Tax exempt* – whether the tax is imposed on the customer or not (Y – tax is not imposed, N – tax is imposed);

- *Registration date* - date (when the user registered) in the format month/day/year (12/25/2005);

- *Language* – two-letter language code (EN);

- *Billing: title*

- *Billing: first name*

- *Billing: last name*

- *Billing: address*

- *Billing: address (line 2)*

- *Billing: city*

- *Billing: state*

- *Billing: country* - two-letter country code (e.g. US) (it can be found in the first column on the '**Manage countries**' page);

- *Billing: zipcode*

- *Shipping: title*

- *Shipping: first name*

- *Shipping: last name*

- *Shipping: address*

- *Shipping: address (line 2)*

- *Shipping: city*

- *Shipping: state*

- *Shipping: country* - two-letter country code (e.g. US) (it can be found in the first column on the '**Manage countries**' page);

- *Shipping: zipcode*

- *Extra fields* - additional fields in the format - {Field: value, Field2: value, Field3: value}.

5.6.9 Export data

The CS-Cart shopping cart software also includes the ability to export the catalog as a '.csv' file, using the '**Export data**' page. There are four links on the right of the page:

The links direct to the pages with a tab or tabs. Each tab consists of two sections: **General** (the section where you specify the fields the export file will contain) and **Export options**.

In the **Export options** you specify the parameters for exporting process. All the possible parameters are:

- *Language* - choose a language in which the data will be exported;

- *Product type* - choose what sort of product it is (brushes, briefcases, etc.);

- *Condition* - indicates the condition of the products you are selling (new, used, refurbished); used only for export to Google Base;

- *Category delimiter* - enter the delimiter, that is used when specifying the main category of the product (e.g. "Computers///Desktops");

- *Images directory* - directory where images are located. It will be used if image file is specified without a path; this must be an absolute path;

- *Files directory* - directory where product files are located. It will be used if "File" field data is specified without a path; this must be an absolute path;

- *CSV delimiter* - specify whether the data in the CSV file is separated by commas, semicolons, or tabs;

- *Output* - choose where the file will be saved (*Direct download* - on your server, *Screen* - on the screen, *Server* - directly on the Google server);

- *Filename* - name of the exported file;

- *Export discounts* - if the check box is ticked off the products are exported together with the discounts.

But not all of these parameters are used in each tab.

In the top section you select the fields that the exported file will consist of. You can do this using two fields: **Exported fields** and **Available fields**.

To find more information about the fields see **Administration->Import data**.

Moreover, it is possible to save several variants of exported fields. In order to do this, choose the fields you want to export, type the name of this layout and click on **Save layout as** button.

5.6.10 Logs

Here is given a list of all logs of the store. First on the page goes the search section using which you can limit the search results. You can set a certain period of time and logs created during this period will be displayed for you. You can choose any of the given periods or define the search period by yourself.

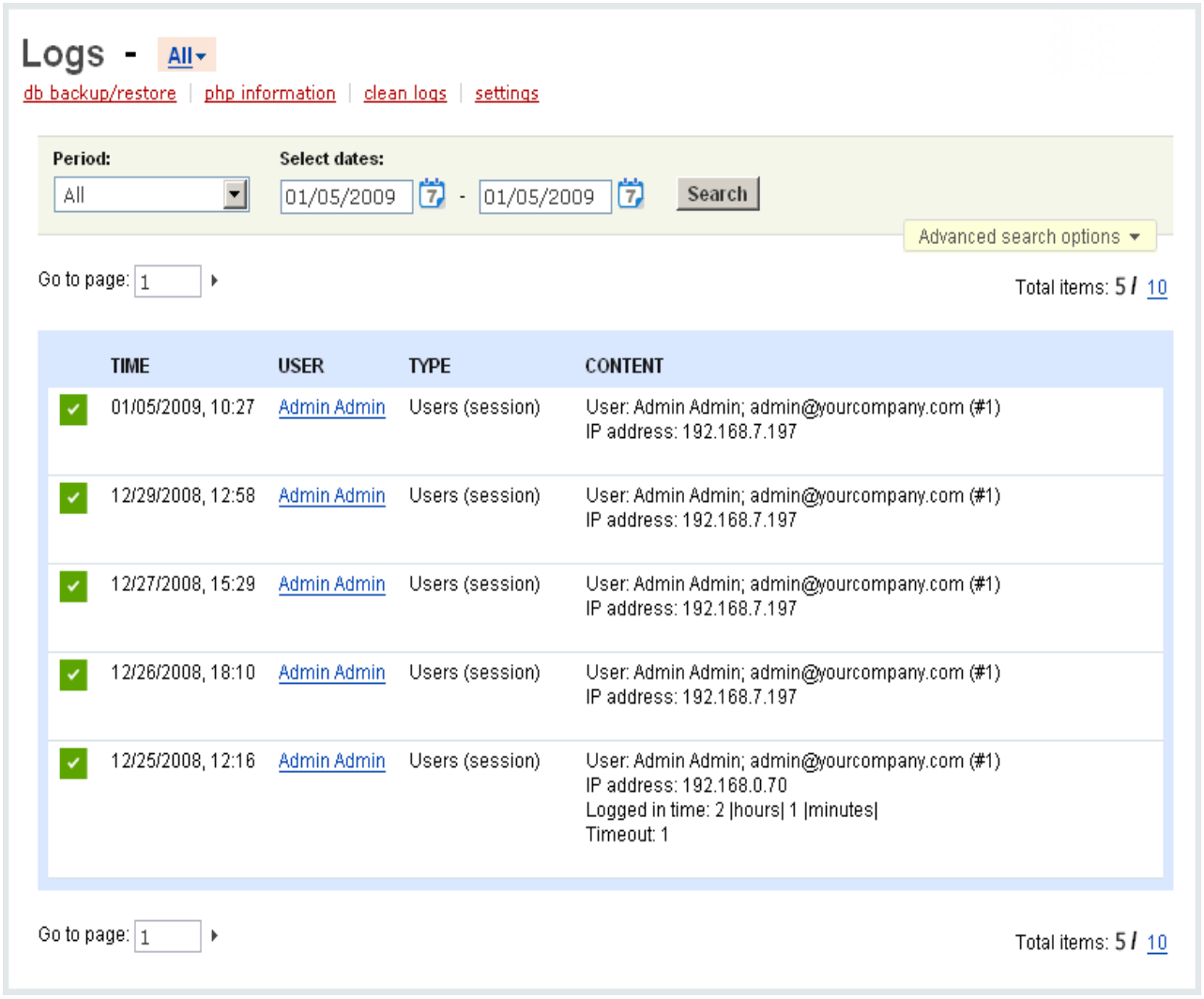
Moreover, for more detailed search results you can click on **Advanced search options** and set the following parameters:

- *User* - doer of the action;

- *Type/Action* - specify in relation to what the log was created (orders, users, products, categories, database, requests, news)

Also the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the

button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.


Logs - All
db backup/restore | php information | clean logs | settings
Period:
All
Select dates:
01/05/2009 - 01/05/2009
Search
Advanced search options
Go to page: 1
Total items: 5 / 10
TIME USER TYPE CONTENT
01/05/2009, 10:27 Admin Admin Users (session) User: Admin Admin; admin@yourcompany.com (#1) IP address: 192.168.7.197
12/29/2008, 12:58 Admin Admin Users (session) User: Admin Admin; admin@yourcompany.com (#1) IP address: 192.168.7.197
12/27/2008, 15:29 Admin Admin Users (session) User: Admin Admin; admin@yourcompany.com (#1) IP address: 192.168.7.197
12/26/2008, 18:10 Admin Admin Users (session) User: Admin Admin; admin@yourcompany.com (#1) IP address: 192.168.7.197
12/25/2008, 12:16 Admin Admin Users (session) User: Admin Admin; admin@yourcompany.com (#1) IP address: 192.168.0.70 Logged in time: 2 |hours| 1 |minutes| Timeout: 1
Go to page: 1
Total items: 5 / 10

Logs

The following information is given in the list of logs:

- *Time* – date and time when when the log is created
- *User* – user who performed the action registered in the log
- *Type* – what action was performed and what it is related to (categories, database, news, orders, products, requests or users)
- *Content* – content of the log.

There is an ability to go directly to the needed page. Just enter the number of the page in the 'Go to page:' field and click on ▸ mark.

To delete all the logs click on the clean logs link.

Using the *php information* link you can view the PHP details. After clicking on the *db backup/restore* link you will be taken to the **Database** page.

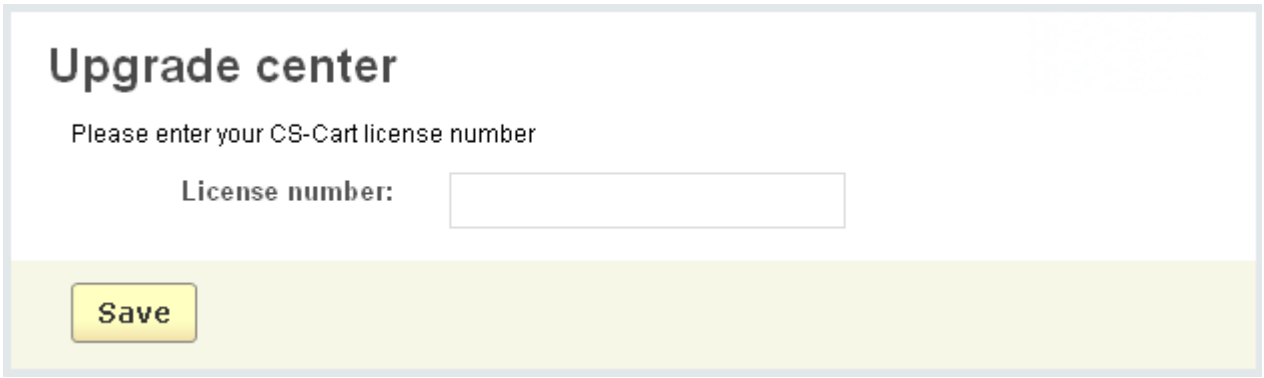
5.6.11 Upgrade center

Upgrade Center allows you to upgrade the installed CS-Cart up to the latest version via the web-interface. Upgrade Center will automatically receive information about all available updates from our server and display a notification for the administrator. Installation of the updates is carried out on the Upgrade Center page. If access permissions do not allow to update some files, the system will prompt to enter FTP access details (they are not passed to our server).

All the original files, replaced during the upgrade, are saved in the folder **var/upgrade/UPGRADE_NAME**. Also it is possible to cancel the changes one by one and return to previous versions.

Let's consider the process in more detail. You will be asked to enter License number on the Upgrade Center page, if you haven't done this when installing the software. Also note that upgrade center settings must be adjusted on the page **Administration->Settings->Upgrade center**.

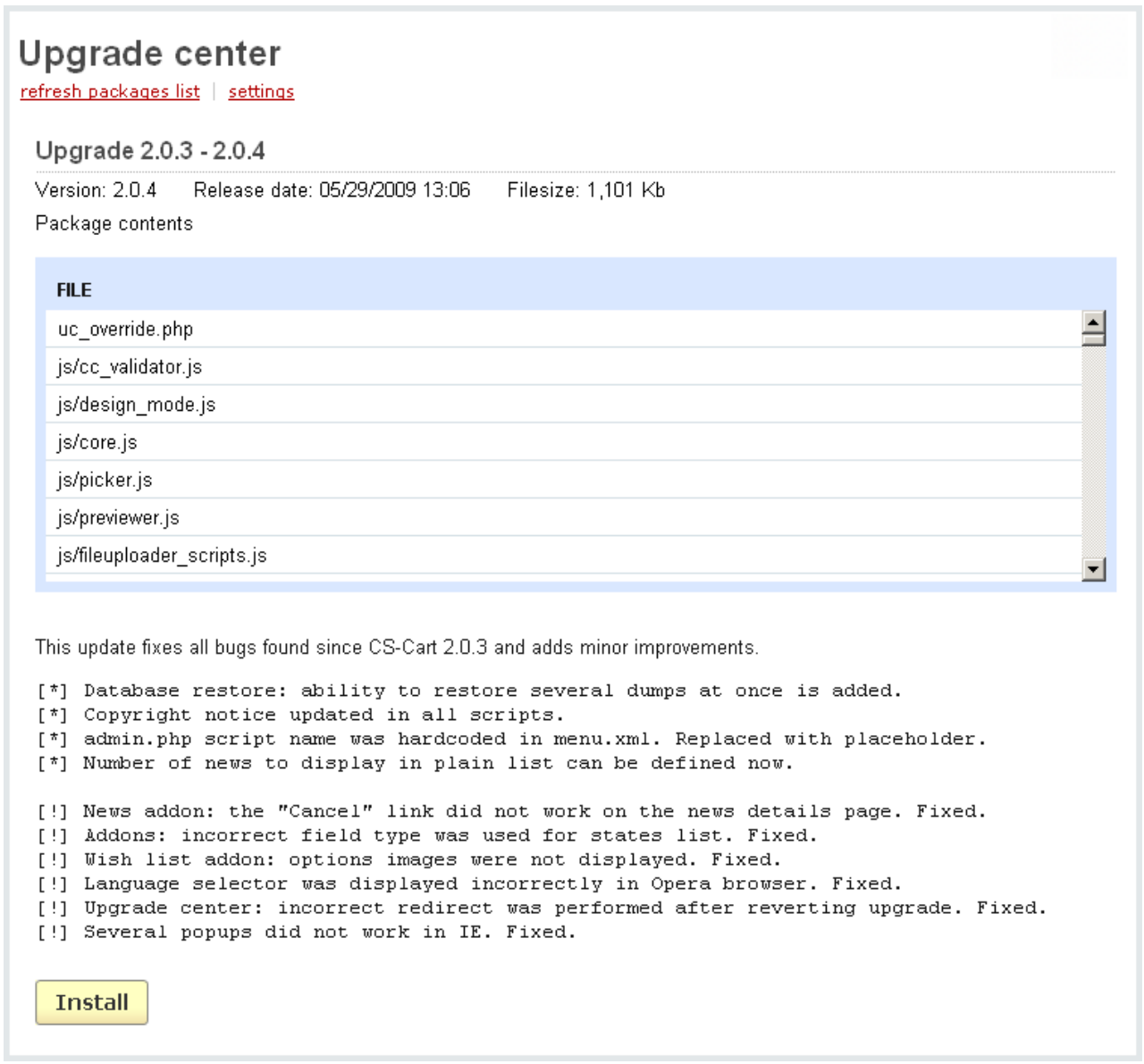
Enter your license number and click on the Save button.



Upgrade center

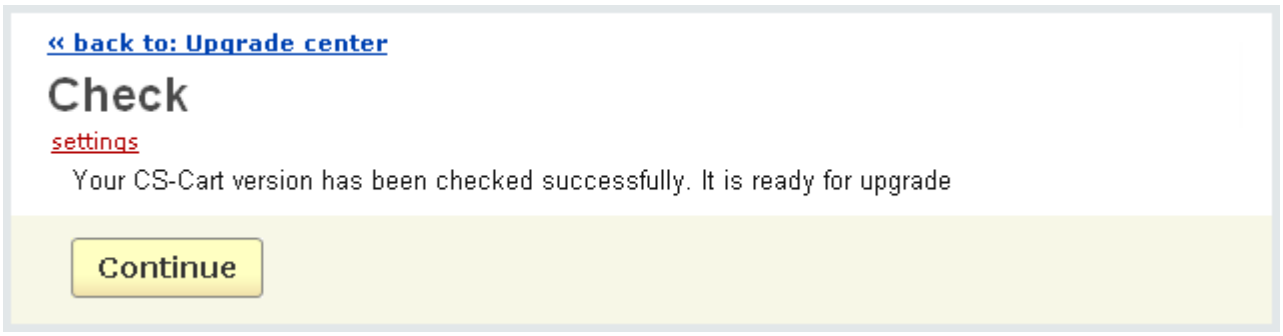
Once the license number is entered, you will see an upgrade package or packages available for you at the moment. There will be given all the necessary information: upgrade version, release date, filesize, package contents (files included in the package) and a list of bugfixes and improvements.

To start the installation click on the **Install** button.


Upgrade center
refresh packages list | settings
Upgrade 2.0.3 - 2.0.4
Version: 2.0.4 Release date: 05/29/2009 13:06 Filesize: 1,101 Kb
Package contents
FILE
uc_override.php
js/cc_validator.js
js/design_mode.js
js/core.js
js/picker.js
js/previewer.js
js/fileuploader_scripts.js
This update fixes all bugs found since CS-Cart 2.0.3 and adds minor improvements.
[*] Database restore: ability to restore several dumps at once is added.
[*] Copyright notice updated in all scripts.
[*] admin.php script name was hardcoded in menu.xml. Replaced with placeholder.
[*] Number of news to display in plain list can be defined now.
[!] News addon: the "Cancel" link did not work on the news details page. Fixed.
[!] Addons: incorrect field type was used for states list. Fixed.
[!] Wish list addon: options images were not displayed. Fixed.
[!] Language selector was displayed incorrectly in Opera browser. Fixed.
[!] Upgrade center: incorrect redirect was performed after reverting upgrade. Fixed.
[!] Several popups did not work in IE. Fixed.
Install

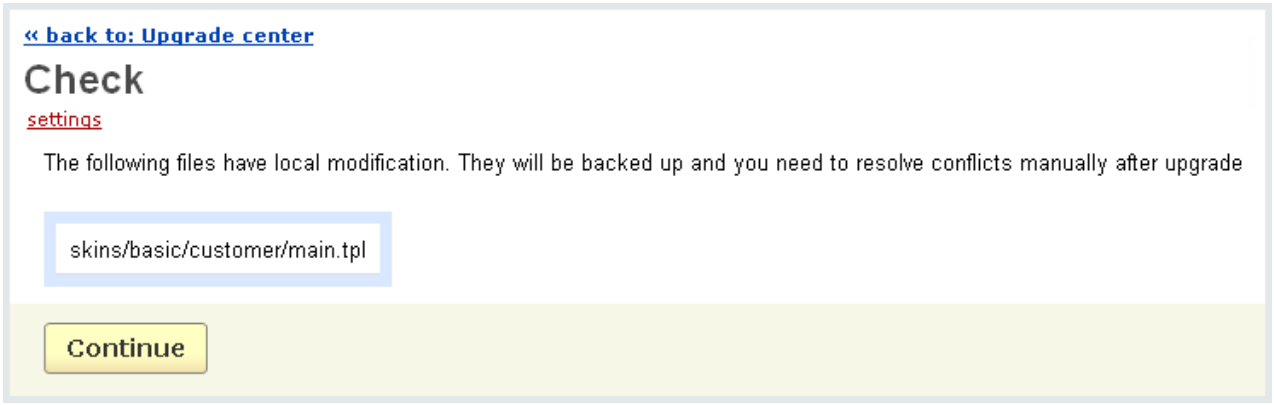
Upgrade center - Packages

First your store will be checked for the modified files. When it is checked, you will see the following notification if there are no modified files.


« back to: Upgrade center
Check
settings
Your CS-Cart version has been checked successfully. It is ready for upgrade
Continue

Upgrade center - Check

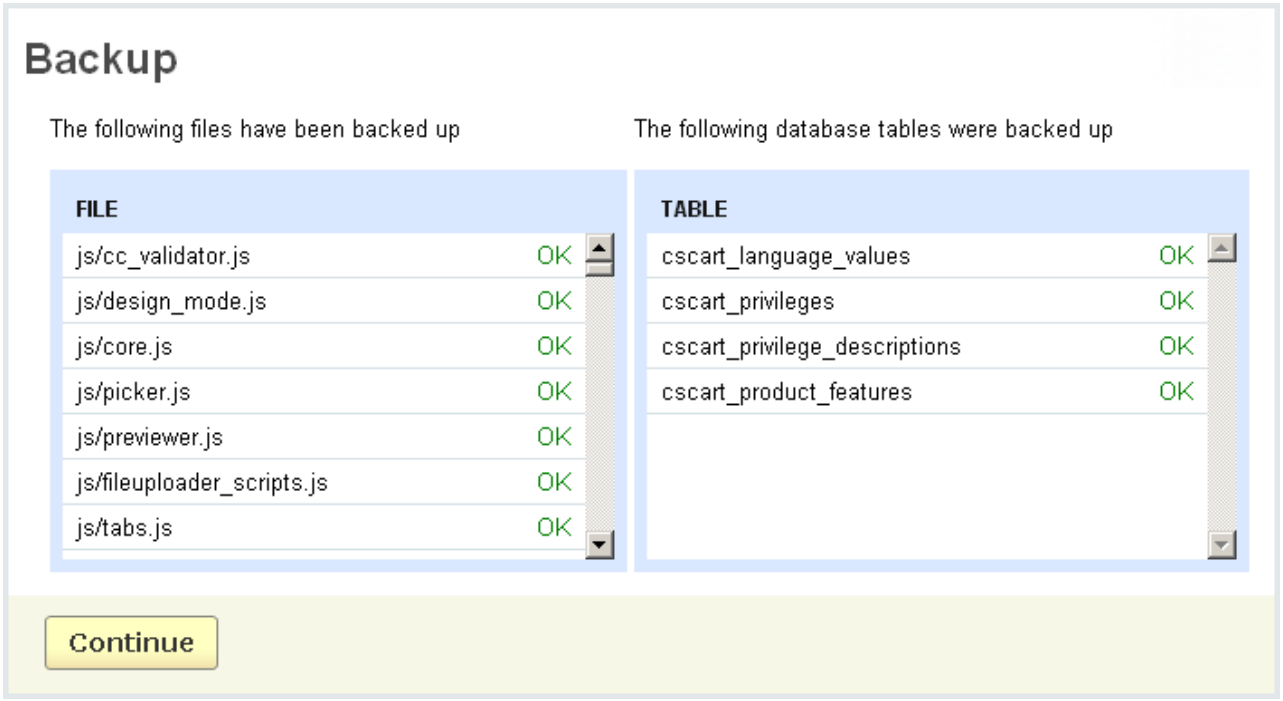
In case there are some modifications, the system provides a list of files containing these modifications.


« back to: Upgrade center
Check
settings
The following files have local modification. They will be backed up and you need to resolve conflicts manually after upgrade
skins/basic/customer/main.tpl
Continue

Upgrade center - Check

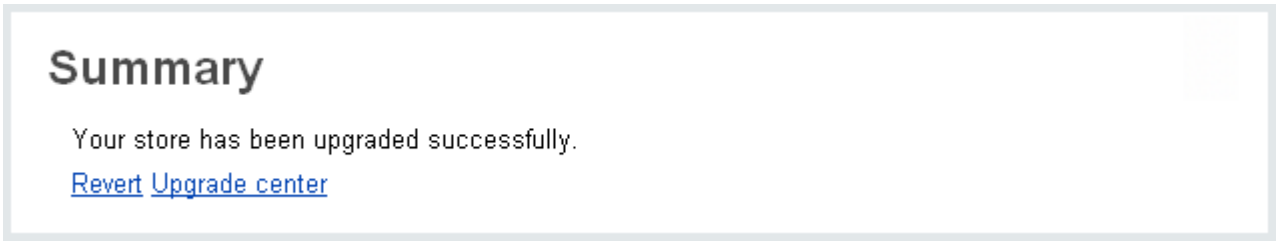
When your current version is checked, you will see the following notification. Click on **Continue** to proceed with the upgrade.

Then you will be given the information about the backed up files and batabase tables. Click on the **Continue** button.



Upgrade center - Backup

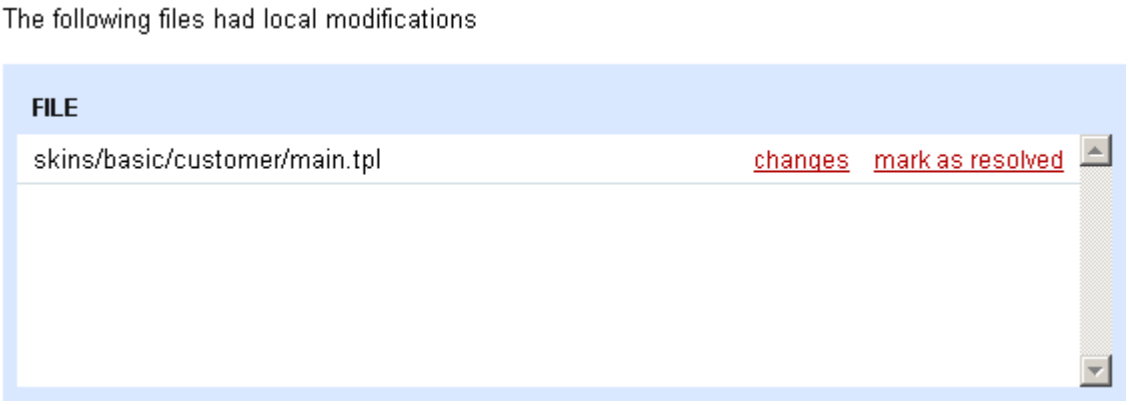
When the upgrade is performed, you will see a notification about it.



Upgrade center - Summary

Here on the Summary page you will see two links **Revert** and **Upgrade center**. By clicking on the **Revert** link you will revert to the previous version. If you click on the **Upgrade center** link, you be taken to the **Upgrade center** page.

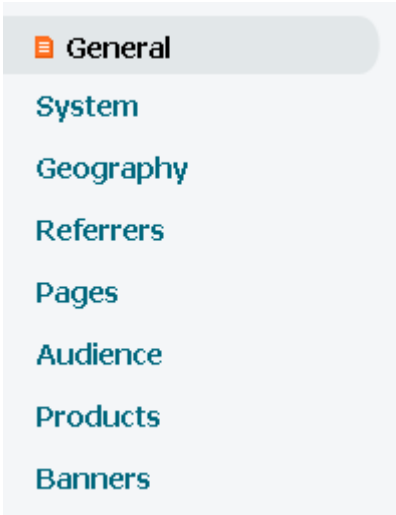
In case the previous version contained some code modifications, you can view the difference by clicking on the changes link in the **Installed upgrades** section on the **Upgrade center** page. If the modifications are not critical, just click on mark as resolved. But if these modifications are required, edit the corresponding file(s) manually and apply your changes.



Upgrade center - Modified files

5.6.12 Statistics

A wide range of statistics covering different aspects of store operation is collected by the software and available for the administrator. This makes it considerably easier to analyze both overall efficiency of the store and efficiency of separate features.



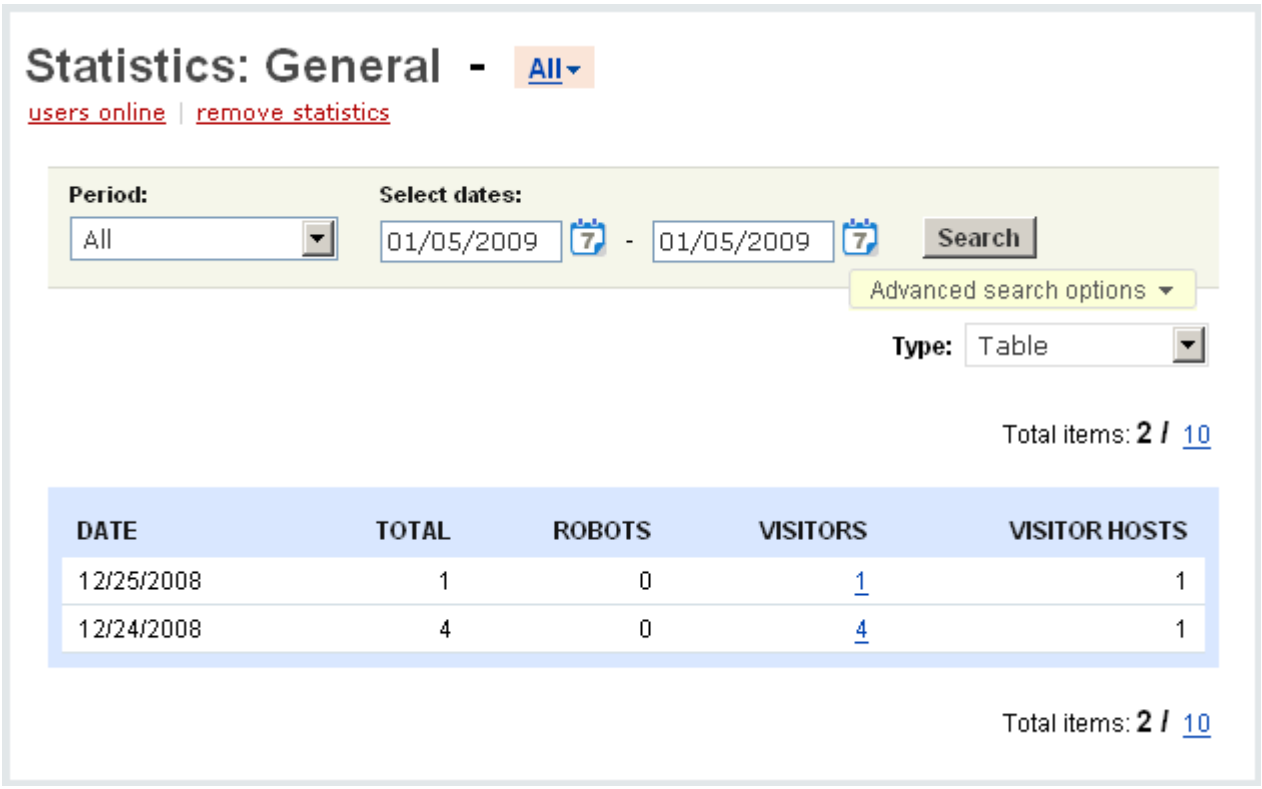
There are eight links on the right of the page: **General**, **System**, **Geography**, **Referrers**, **Pages**, **Audience**, **Products**, **Banners**. Each of them leads to the corresponding statistical data.

General statistics provide basic user activity information, namely the total number of visits to the store. The following information is given there:

- *Date* – month, day and year;

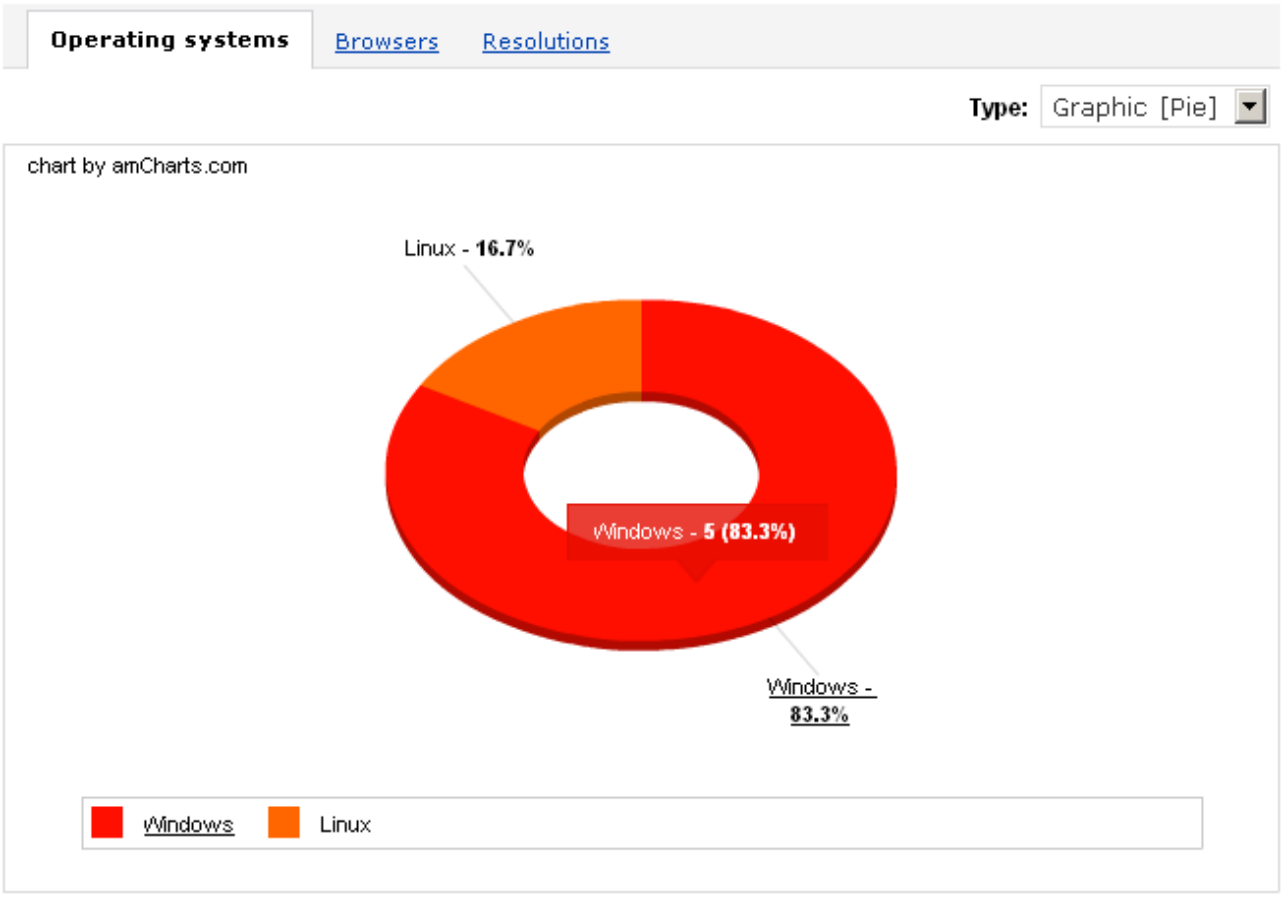
- *Total* – total number of visits on this day (the value is a sum of values in the two following columns);
- *Robots* – number of visits by automatic systems (search bots, etc);
- *Visitors* – number of visitors;
- *Visitor hosts* – number of IP addresses from which the visitors came.

Clicking on the number in the *Visitors* column you open the '**Visitors log**' page where you can view the detailed information about every visit: date and time, the number of pages that were viewed, IP address or Proxy (if any) of the visitor, operating system and browser the visitor used, his screen resolution, language, country. To get some more information click on ⊞ Extra and you see the entry page, the current page, the referrer and user-agent.



General statistics

System statistics contain information about operating systems, browsers and their resolutions.



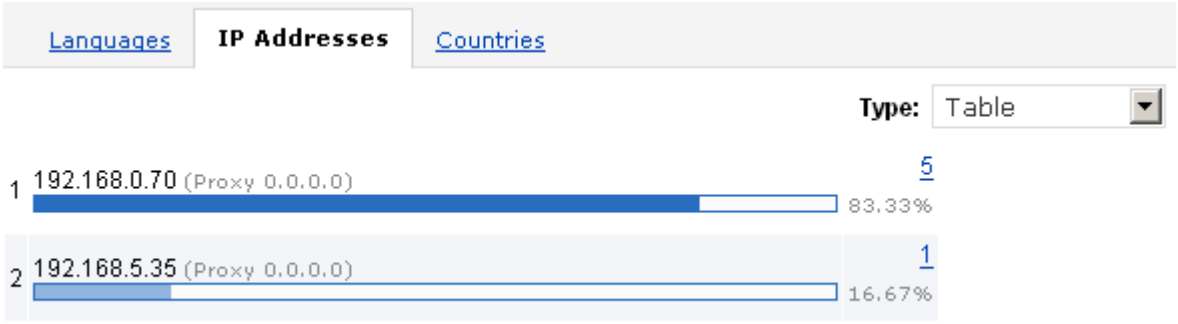
System statistics

The '**Operating systems**' tab shows names of operating systems, number of visits from each system and number of visits as a percentage of total visits.

The '**Browsers**' tab contains names of the browsers which were used by visitors, browser versions, number of visits from each browser and number of visits in percentage terms.

The '**Resolutions**' tab presents information about resolutions of the browsers. Next to each resolution the number of visitors who use this size is displayed. Also percentage value is provided together with the numerical one.

Geography statistics detail information about countries, cities, languages and IP addresses.



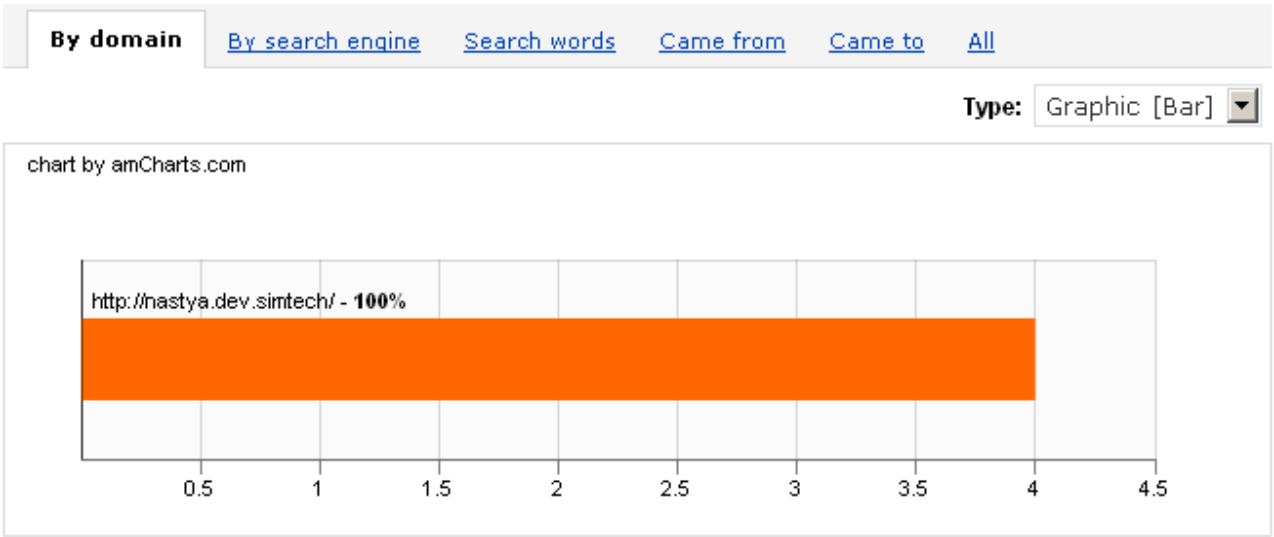
Geography statistics

In the '**Languages**' tab the languages used by people who visit the store are presented. In the tab, there are displayed the names of the languages, number of people using them and the percentage equivalent.

In the '**IP addresses**' tab all IP addresses of the customers who entered the store are displayed. But sometimes it is not just an IP address but a proxy server address. Also you can see the number of visits from each IP address and the percentage value.

In the '**Countries**' tab you see the countries from which the visitors came, the number of visitors from each country and their percentage value.

Referrer statistics are represented by six tabs: **By domain**, **By search engine**, **Search words**, **Came from**, **Came to**, **All**.



Referrer statistics

The '**By domain**' tab gives information about the domains from which the customers came, the number of visits from each domain and its percentage equivalent.

The '**By search engine**' tab provides a list of all search engines which were used by visitors who came to the store, the number of visitors referred by each engine and the number of visitors in percentage terms.

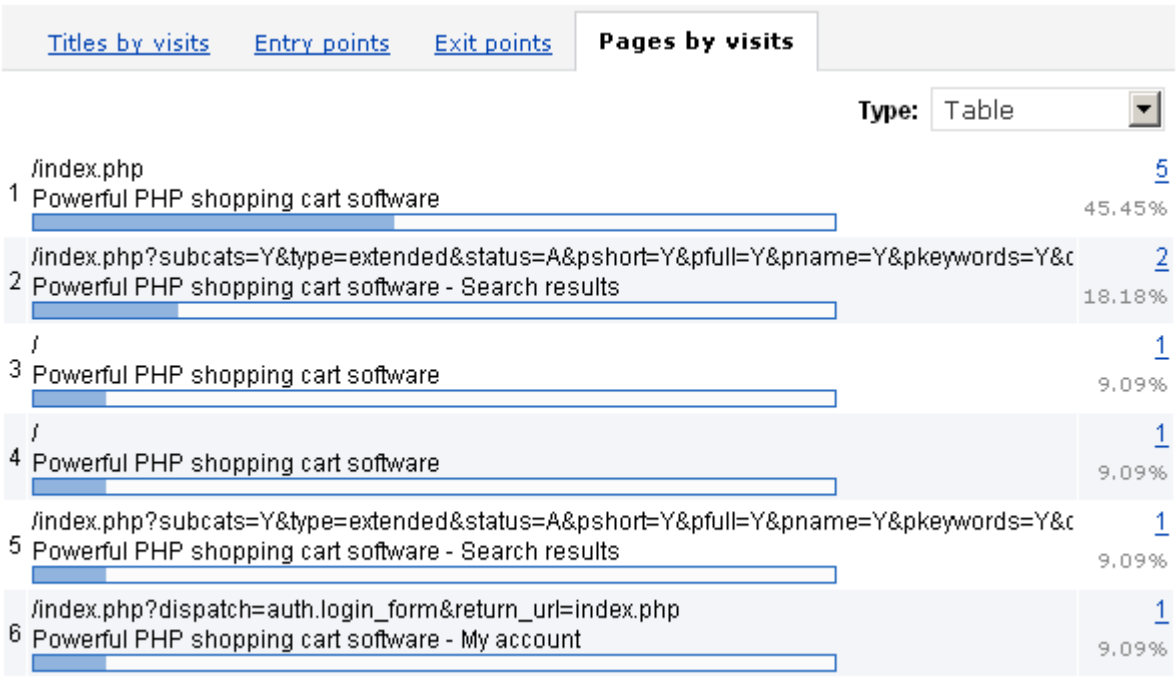
In the '**Search words**' tab a list of all words or phrases which were entered in search engines is given. The number of queries and percentage ratio are displayed for every variant.

'**Came from**' displays the search engines and the queries by which customers were referred, the number of referrals and the percentage equivalent.

'**Came to**' shows the pages which customers were referred to, the number of referrals to each page and the percentage equivalent.

In the '**All**' tab you can view all URLs from which the visitors came to the store, the number of visits from each of them and the number of visits in percentage terms. If it is a search system, in addition to the URL the phrase entered into a search engine is shown.

Page statistics show page popularity among users. All information is given in four tabs: **Titles by visits**, **Entry points**, **Exit points**, **Pages by visits**.



Page statistics

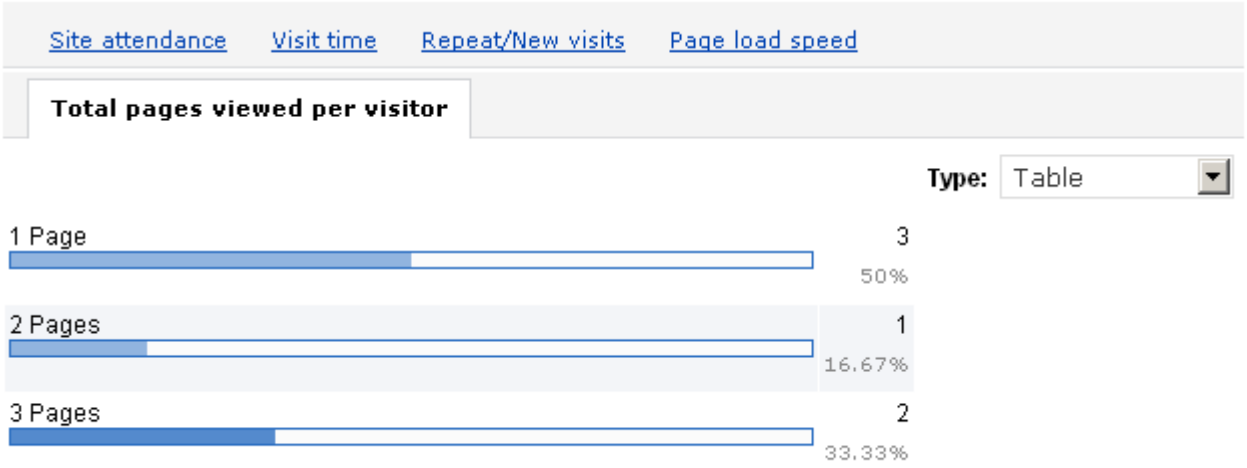
In the '**Titles by visits**' tab you see titles of the pages, the number of visits to the page or pages with this title (Note that several pages can have the same title) and the percentage ratio of visits.

The '**Entry points**' tab gives information about the first pages of sessions. The name and the title of the page, the number of visitors who started their sessions with this page and the number of visitors in percentage terms are displayed there.

The '**Exit points**' tab provides information about the last pages of sessions. There is shown the name and the title of the page, the number of visitors whose sessions ended on the page and its percentage equivalent.

In the tab '**Pages by visits**' you see names of the pages and their titles displayed by browsers, the number of visits to each page and the percentage ratio between the pages.

Audience statistics gives various information about the visitors of the store.



Audience statistics

'**Site attendance**' illustrates the number of visits at a certain hour of the day. *Total* is the total number of visits to the store.

In '**Visit time**' you see the number of visits lasting less than 1 minute, from 1 to 2 minutes, from 2 to 5 minutes, etc. and the percentage value for each time period. *Average duration* means the average duration of a visit.

In the '**Repeat/New visits**' tab all visitors of your store are divided into two groups. The first group is *Old visitors*, the visitors who were in the store more than once. The second one is *New visitors*, those who entered the store only once. The number of visitors and its percentage equivalent are displayed for both groups.

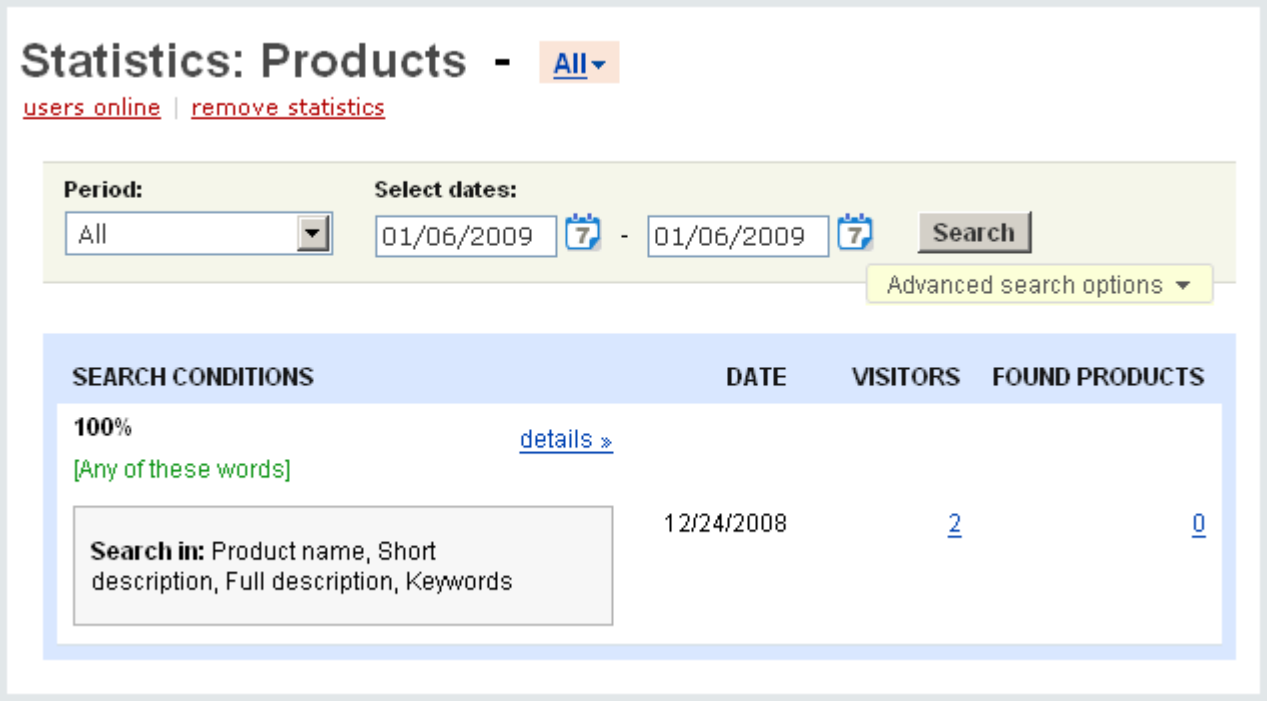
In the '**Page load speed**' tab page load speeds are displayed. Also there is given the number of times the pages with this load speed were opened by visitors. Look at the picture below, the statistical data shows that pages with load speed from 2 to 3 seconds were opened twice, a page with load speed from 3 to 4 seconds was opened only once and pages with load speed from 5 to 10 seconds were opened twice. The value +3 displays that pages with load speed up to 4 seconds were opened three times, the value +5 shows that pages with load speed up to 10 seconds were opened 5 times.

By clicking on the link View pages you can view all the pages with a certain load speed.

'**Total pages viewed per visitor**' shows the percentage of visitors who viewed 1 page, 2 pages, 3 pages, 6-10 pages, etc.

Products statistics give information about the words by which customers usually search products in your store. All information is represented in a table with the following columns:

- *Search conditions* - words by which the search was performed;
- *Date* - date when the search was performed;
- *Visitors* - number of visitors who searched by this word;
- *Found products* - number of products that were found by this query.



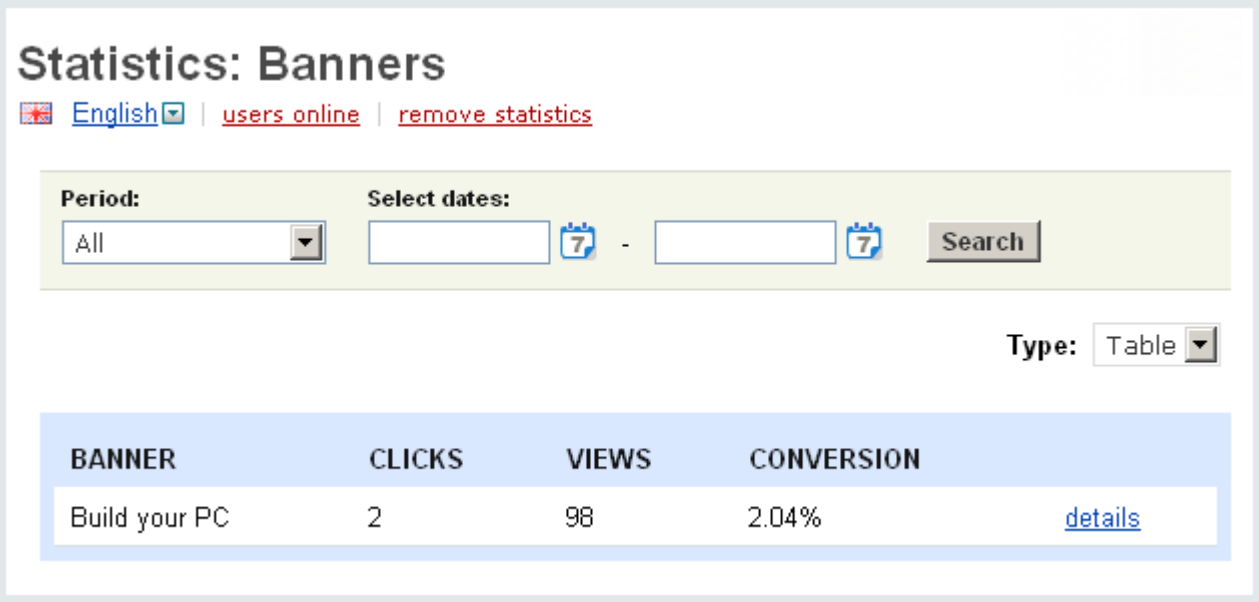
Products statistics

Banners statistics give information about the banners of the store, namely how many times banners were viewed and clicked on.

All information is represented in a table with the following columns:

- *Banner* - name of the banner;
- *Clicks* - how many time this banner was clicked on;
- *Views* - how many time this banner was viewed;
- *Conversion* - percentage ratio of number of clicks to number of views;

When clicking on the details link a pop up section will appear where the number of clicks and views are broken down into days.



Banners statistics

All statistical data regarding **System**, **Geography**, **Referrers**, **Pages**, **Audience** can be presented in different ways: as a Table, Graphic bar, Graphic pie.

Also it is possible to limit the statistical data displayed on the page by using the **Search** section. You can define the time period for which the search results will be displayed. You can choose any of the given periods or define the search period by yourself. Moreover, for more detailed search results you can click on **Advanced search options** and set the following parameters:

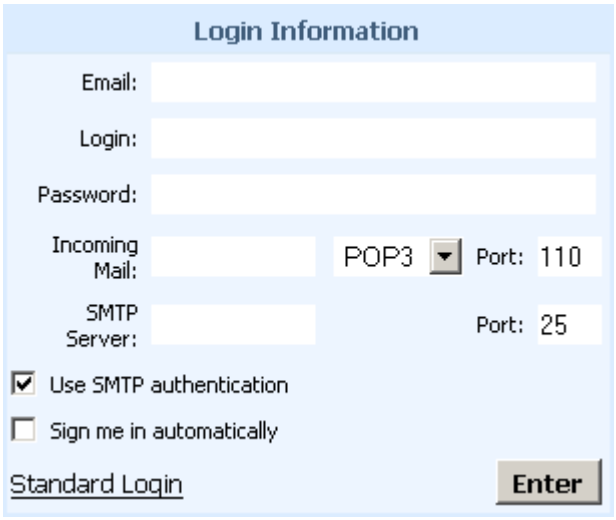
- Limit - limit the number of entries that will be displayed;
- Search phrase - specify a search phrase;
- Referrer URL - specify a referrer URL;
- URL - specify URL of the page;
- Page title - specify a page title;
- IP address - specify an IP address;
- User-Agent - specify a user-agent;
- Browser name - specify a browser name;
- Browser version - specify a browser version;
- Operating system - specify an operating system;
- Language - specify a language;
- Country - specify a country;
- Exclude - if selected, all the parameters specified above will be excluded from the search results.

Also the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.

5.6.13 Webmail

Internet commerce always involves a great number of emails and notifications of different kind. And it appears to be not very convenient to use a separate third party webmail application to handle all the mail. That is why we implemented MailBee Webmail and now provide a built-in email application with an advanced set of functions.

With CS-Cart's webmail, you can read e-mails in a safe way, reply, forward, compose new e-mails in plain-text or HTML mode, attach multiple files to e-mails, manage e-mails using folders, schedule your time, manage your contacts, and do much more in flexible and completely customizable environment.

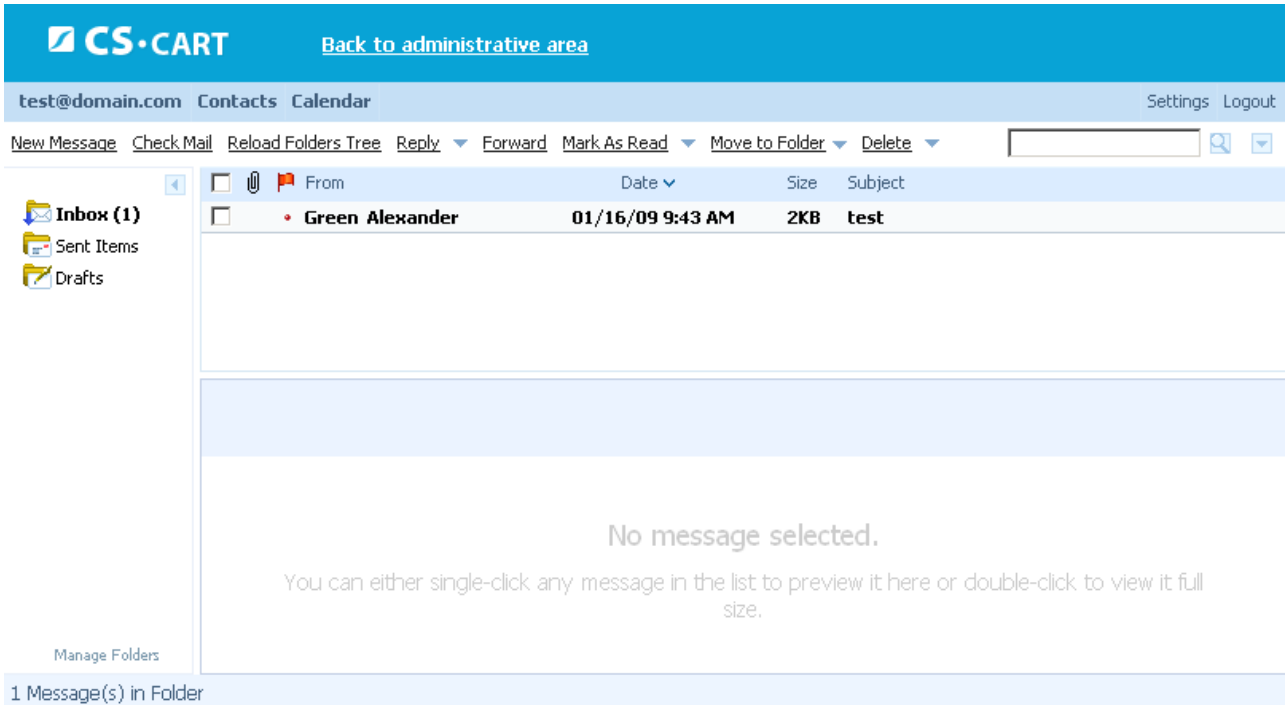


Login information

To start managing your mail you need to log in first. Standard and Advanced login is possible. The following fields are to be filled in:

- *Email* – the address others will reply to when they are responding to your mail;
- *Login* – your login;
- *Password* – your password;
- *Incoming Mail* – the incoming mail server (protocols POP3 and IMAP can be used to connect to the server);
- *SMTP Server* – the outgoing mail server;
- *Use SMTP authentication* – tick off to enable SMTP authentication (automatic checking of outgoing mail)
- *Sign me automatically*.

After you are logged in, you'll be taken to the page with the list of all incoming messages. Here you can create new messages, reply to the incoming messages, mark messages as read/unread or flag them, etc.



Webmail

CS-Cart's webmail allows you to have an address book. You can add your contacts and import them from other e-mail clients in CSV format. So following the **Contacts** link in the top menu bar you go to the page with all your contacts. Here you are able to organize the contacts in groups and edit both groups and contacts.

Our webmail enables you to schedule your life and business. The settings allow to choose the most suitable form of calendar (day, week, month), create a multitude of calendars and use different colors for them.

You are given the ability to change settings for all aspects of the webmail operation. You can change common settings like date and time format, language, etc. and settings of email accounts, contacts and calendars as well. All these settings can be found by following the **Settings** link in the right top corner.

From the webmail you can easily return to the CS-Cart admin panel and there is no need to logout. So you do not have to log in every time you return to the webmail page.

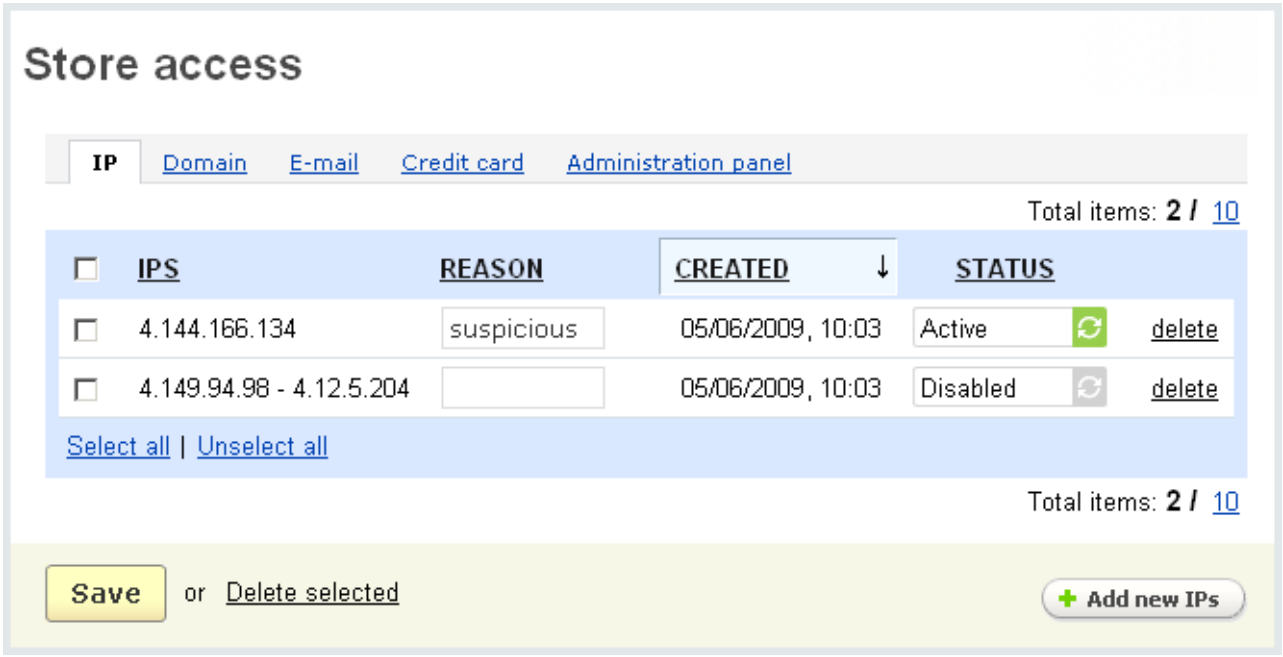
For more information on the MailBee WebMail application go to their official site http://www.afterlogic.com.

5.6.14 Store access

The '**Access restrictions**' add-on is an advanced security tool for limiting (which limits) the access to the store. The access can be restricted in many ways: you have the ability to ban access to the store or to the administration area for particular IP addresses, ban registration (or login) for certain domains or e-mail addresses and payment by some credit cards. This considerably improves your store security and reduces the possibility of hacking.

The **Store access** administration section is displayed if the **Access restrictions** addon is enabled in **Administration->Addons**.

The page is represented as a set of tabs: **IP**, **Domain**, **E-mail**, **Credit card**, **Admin area**.



Access restriction

In the '**IP**' tab you specify IP addresses that do not have access to the store at all.

The IP tab has the following columns:

- *Select column* - select the necessary IP;
- *IPs* – IP address or a range of addresses;
- *Reason* – the reason for the access restriction, it is displayed when someone with this IP address tries to enter the store;
- *Created* – date and time the IP address was added;
- *Status* – status of the restriction (Active or Disabled).

To add new IP addresses, use the

button.

After entering all of the desired information, click on

to add the new IP.

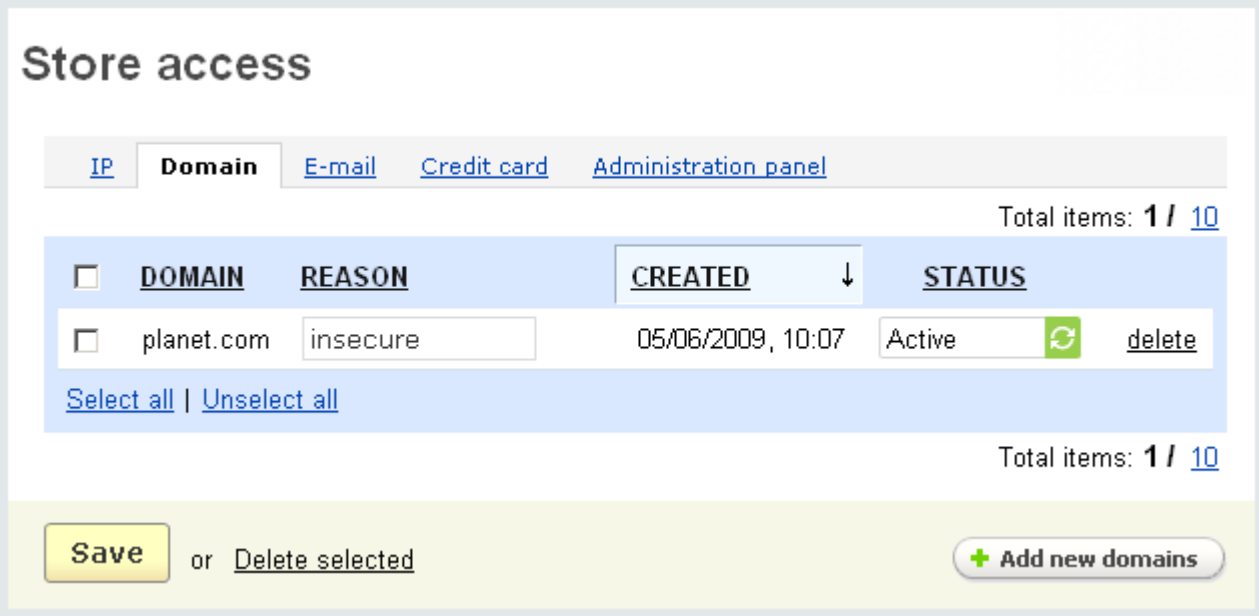
Also here you can ban access for several IP addresses with successive numbers.

It is possible to ban access for all IP addresses in the defined interval. To do this you just need to enter the starting number (e.g. 192.169.0.40) in the '*IP From*' field and the last number (e.g. 192.169.0.49) in '*IP To*' and the access to the store will be automatically blocked for any IP address from this interval. But if you want to define only one IP address, you can enter it either in the '*IP From*' field or the '*IP To*' field or in both columns simultaneously.

In the **Domain** tab the administrator has the ability to ban access for all IP addresses which are identified by a certain domain name.

The **Domain** tab has the following columns:

- *Select column*;
- *Domain* – name of the domain;
- *Reason* – the reason for the access restriction, it is displayed when someone from this domain tries to register or login;
- *Created* – date and time the domain name was added;
- *Status* – status of the restriction (Active or Disabled).

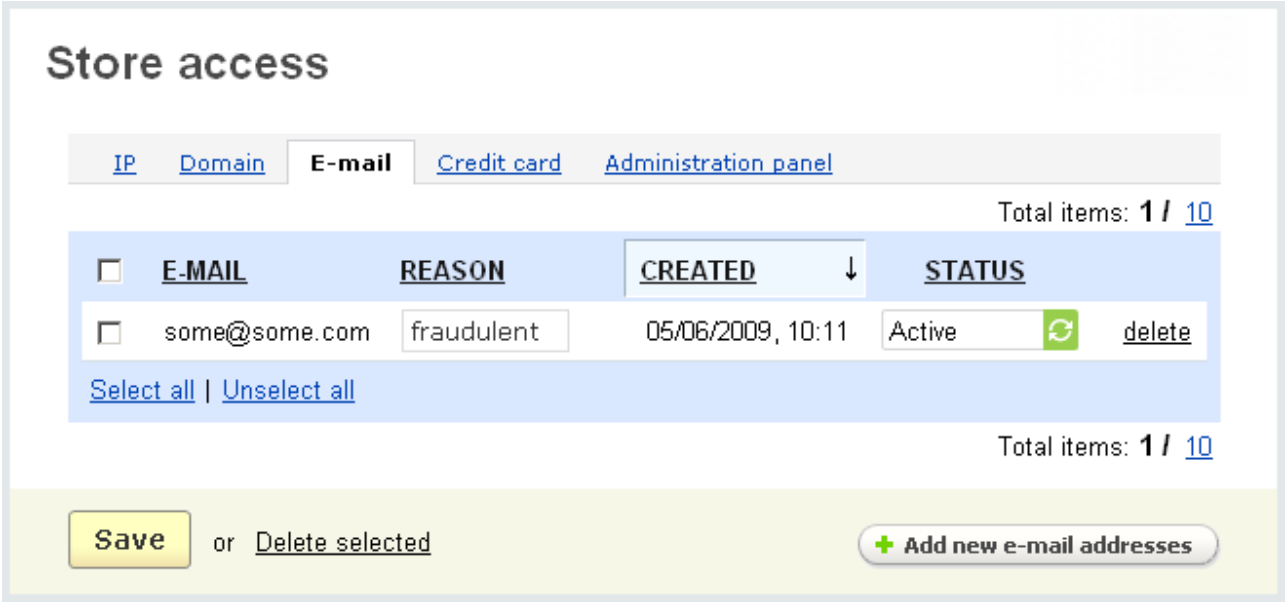


Domain

Use the + Add button to add new domains to the list.

E-mail restrictions are defined in the '**E-mail**' tab. The customers with the e-mail addresses specified in the tab cannot register in the store.

- *Select column*;
- *E-mail* – e-mail address;
- *Reason* – the reason for the access restriction, it is displayed when someone uses this e-mail to register;
- *Created* – date and time the e-mail address was added;
- *Status* – status of the restriction (Active or Disabled).



E-mail

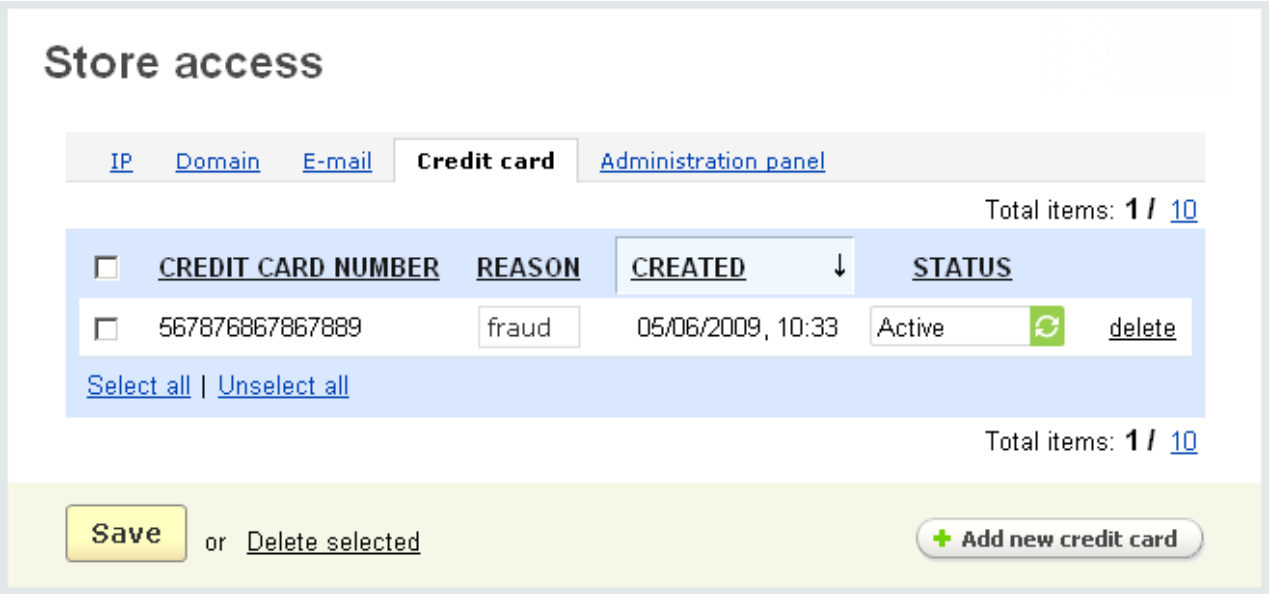
NOTE: Here can be defined not only a particular e-mail address but also a domain name. Specifying a domain name you ban access for all e-mails of this domain.

To add new e-mail addresses to the restriction list use the + Add button.

Credit cards that cannot be used in order to make a payment are defined in the '**Credit card**' tab.

- *Select column*;
- *Credit card number* – 16-digit card number;
- *Reason* – the reason for the access restriction, it is displayed when someone tries to use this credit card to pay for the order;
- *Created* – date and time the credit card number was added;
- *Status* – status of the restriction (Active or Disabled).

To add new credit cards to the list use the '**Add**' section.



Credit card

In the '**Admin area**' tab you can ban access to the admin panel for some IP addresses. In order to do this you just need to add the necessary IP to the list of banned IP addresses.

- *Select column*;

- *IPs* – IP addresses;

- *Reason* – the reason for the access restriction, it is displayed when someone with this IP address tries to enter the admin panel;

- *Created* – date and time the IP address was added;

- *Status* – status of the restriction (Active or Disabled).

Admin area

To add new IPs use the + Add button:

- type the necessary data;

- click on Create.

5.6.15 Data feeds

The Data feeds addon allows administrators to create any number of product data formats for export. So you have the ability to export files to various shopping directories like Google Product Search, Shopzilla, Shopping.com, etc. Also you can define a different set of products for each file and adjust the field configuration in the way you want.

Data feeds can be added only if the **Data Feeds** addon is enabled in **Administration->Addons**.

A list of created product data formats is given on the **Data feeds** page.

- *Select column*;
- *Name* – name of the feed;
- *Export by cron* – select where to upload the file when the cron script starts the export (Server or FTP);
- *Status* – status of the feed (Active or Disabled).

Data feeds

If you click on the more link, you can perform three actions:

- *Download* - download the file to a local computer;
- *Export to server* - save the file to the server where the shopping cart is installed;
- *Upload to FTP server* - to upload the file to some other server.

To delete a data feed:

- place a check mark in the Select column of the data feed you want to delete;
- click on Delete selected.

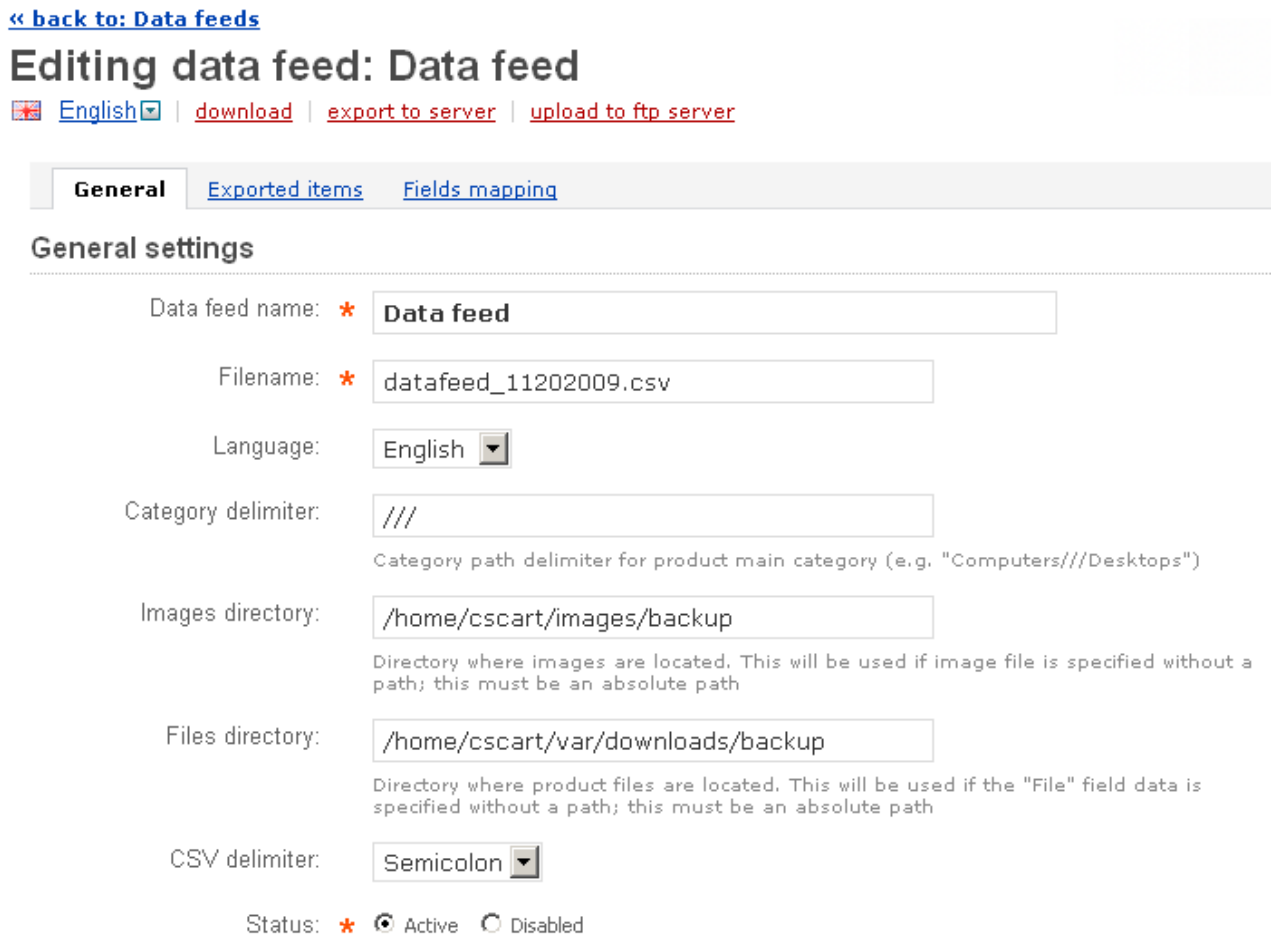
If you make any changes, don't forget to save the changes to the database by clicking on the Save button.

To add a new data feed:

- click on the **Add data feed** button and specify the necessary settings.

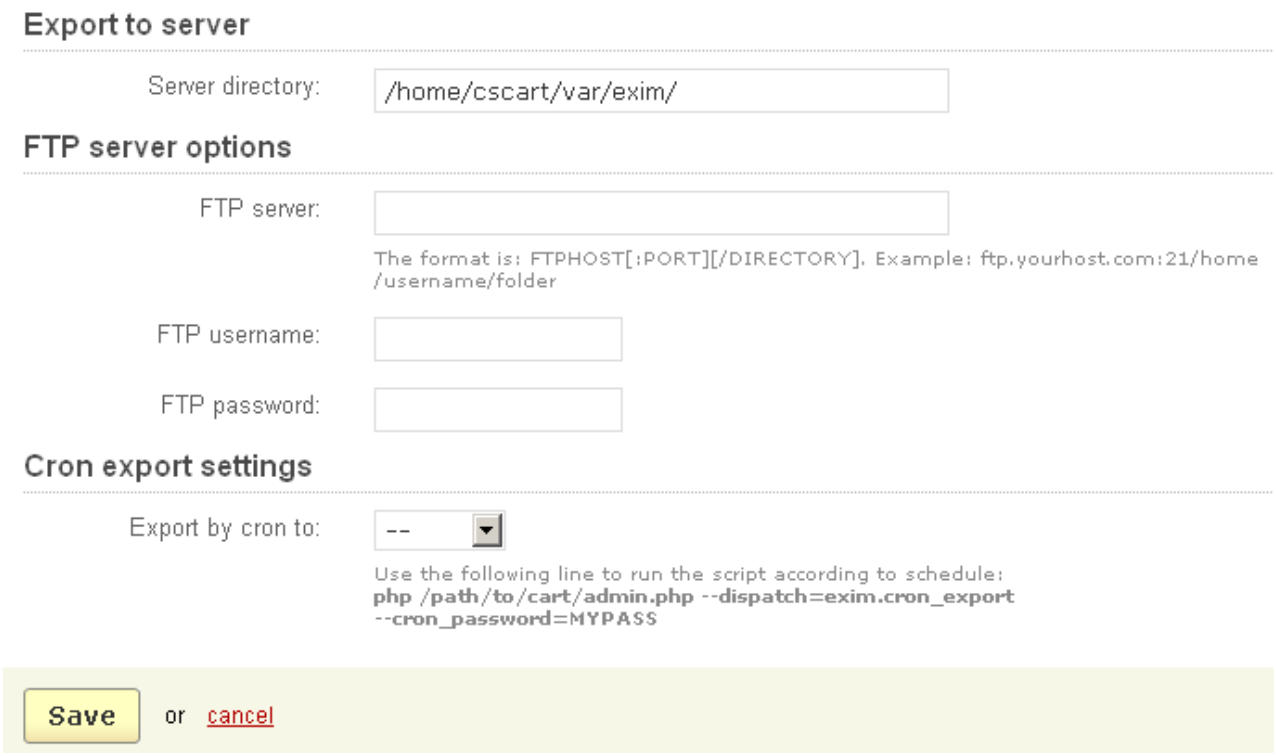
To edit a data feed:

- click on the edit button of the data feed you want to change and the **Editing data feed** page will be open.


« back to: Data feeds
Editing data feed: Data feed
English | download | export to server | upload to ftp server
General | Exported items | Fields mapping
General settings
Data feed name: * Data feed
Filename: * datafeed_11202009.csv
Language: English
Category delimiter: ///
Category path delimiter for product main category (e.g. "Computers///Desktops")
Images directory: /home/cscart/images/backup
Directory where images are located. This will be used if image file is specified without a path; this must be an absolute path
Files directory: /home/cscart/var/downloads/backup
Directory where product files are located. This will be used if the "File" field data is specified without a path; this must be an absolute path
CSV delimiter: Semicolon
Status: * Active Disabled

Data feed - editing

- *Data feed name* - name of the data feed;
- *Filename* - name of the file to export;
- *Language* - language in which the data will be imported;
- *Category delimiter* - delimiter of the category path;
- *Images directory* - the directory where images are located, it will be used if the image file is specified without a path;
- *Files directory* - the directory where downloadable file is located, it will be used if the file is specified without a path;
- *CSV delimiter* - specify whether the data in the CSV file is separated by commas, semicolons, or tabs;
- *Status* - status of the data feed (Active or Disabled).



Data feed - editing

Also an export file can be uploaded to FTP server, can be saved on a web server or downloaded like in a regular export. Moreover, it is possible to create CRON tasks for individual feeds in order to generate and upload them via FTP on a regular basis (for example, daily or weekly).

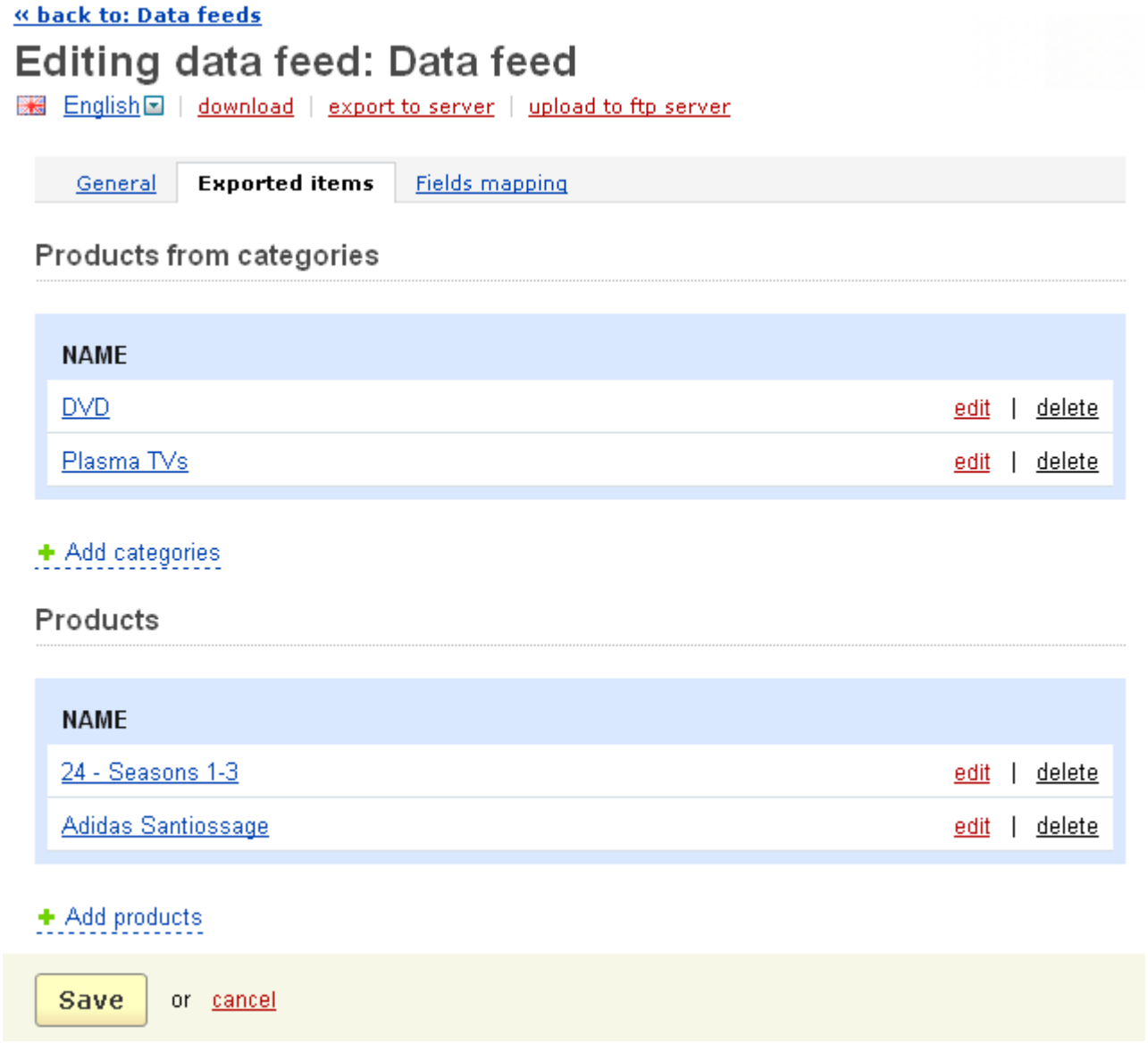
- *Server directory* - specify the directory where the file will be exported to;
- *FTP server* - specify the FTP server to which the file should be uploaded;
- *FTP username* - specify the FTP username;
- *FTP password* - specify the FTP password;
- *Export by cron to* - select where to upload the file when the cron script starts the export (to the server (where the shopping cart is installed) or to the FTP server).

If you make any changes, click on the Save button. To cancel the changes use the cancel link.

In the **Exported items** tab you can define items to export. Here you can select categories or just certain products.

To delete an item:

- click on the delete link of the item you want to delete.



Editing data feed - exported items

In the tab **Fields mapping** you can define what fields will be in the export file, their position and their names.

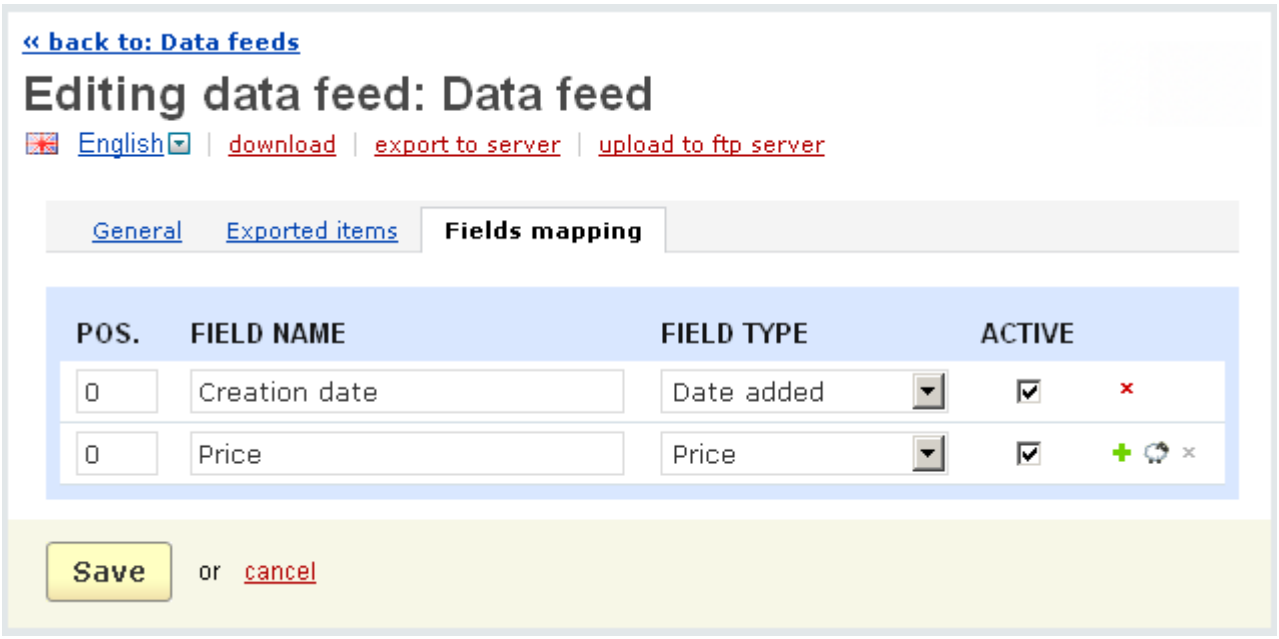
A list of defined fields is represented as a table consisting of the following columns:

- *Position* - ordinal number of the field in the export file;

- *Field name* - name of the field that will be shown in the export file;

- *Field type* - select what information will be displayed in the field (all product characteristics are given in this drop down field);

- *Active* - status of the field (if it is active, the field will be displayed in the export file).



Editing data feed - fields mapping

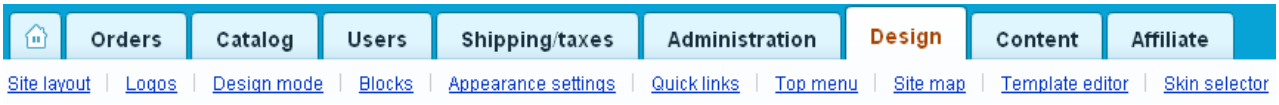
To add a new row to the section, click on + .

To add a new row with identical values to an existing one ("clone" link), click on .

To delete a row, click on × .

5.7 Design

You can manage the appearance of your store using the '**Design**' tab.



'Design'

5.7.1 Site layout

On this page you see two tabs: **General**, **Testimonials**.

The **General** tab contains four fields and one drop down select box:

- **Page title**;

- **In this section you can edit the text to be displayed on the store home page** - enter the text that will be displayed on the home page in the storefront.

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

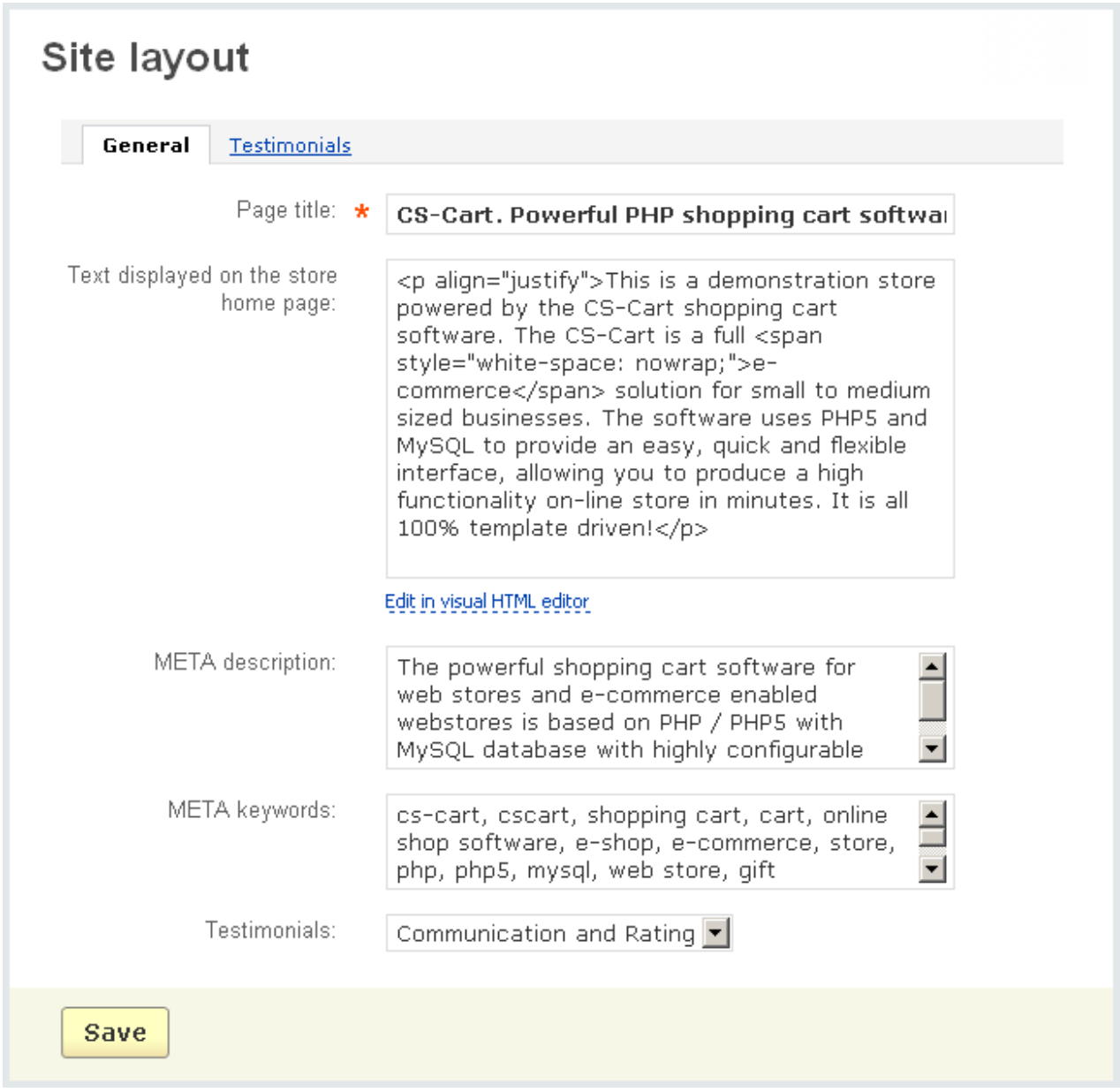
- **META description** - specific META TAG description for this page;

- **META keywords** - specific META TAG keywords for this page;

- **Testimonials -** here you disable or enable communication about the first page, if it is enabled the **Testimonials** tab appears.

In the **Testimonials** tab the administrator can give a good reference to the store and his testimonial will be displayed on the **Home** page in the storefront.

If you want to display the **Testimonials** side box in the customer storefront, it is necessary that a block with the content *Testimonials* is defined on the **Blocks** page **(Design->Blocks)**.


Site layout
General
Testimonials
Page title: *
CS-Cart. Powerful PHP shopping cart softwa
Text displayed on the store home page:
This is a demonstration store powered by the CS-Cart shopping cart software. The CS-Cart is a full e-commerce solution for small to medium sized businesses. The software uses PHP5 and MySQL to provide an easy, quick and flexible interface, allowing you to produce a high functionality on-line store in minutes. It is all 100% template driven!
Edit in visual HTML editor
META description:
The powerful shopping cart software for web stores and e-commerce enabled webstores is based on PHP / PHP5 with MySQL database with highly configurable
META keywords:
cs-cart, cscart, shopping cart, cart, online shop software, e-shop, e-commerce, store, php, php5, mysql, web store, gift
Testimonials:
Communication and Rating
Save

Site layout

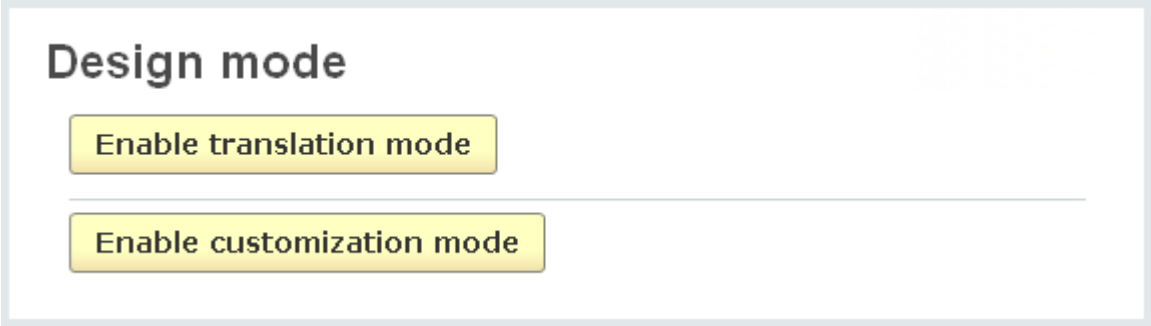
5.7.2 Logos

Following the **Logos** link you go to the page where a logo image can be chosen for the customer area, for invoices, gift certificates, the admin panel and the sign in box.

To select a file from a local computer or a server use the Local or Server links respectively. Also you can type the URL of the file by using the link URL.

5.7.3 Design mode

Design mode is a feature specially developed to make it much easier for store owners to change its outlook and language variables. Design mode includes two separate modes: the **Translation mode**, allowing to edit language variables, and the **Customization mode**, allowing to edit templates of the storefront. Editing has become not only easier but also quicker, as now, if you want to change some language variables of the storefront, you do not need to search them in the admin panel first. All you need to do is to enable the translation mode and edit the necessary language variables directly in the storefront.



Design mode

Enable translation mode – enable translation mode by clicking on this button.

In the translation mode all language variables are highlighted green. When pointing the mouse at the necessary variable, the image appears in the top left corner of the highlighted area. After clicking on the image, a pop up box is displayed. There you can edit the language variable and save your changes.

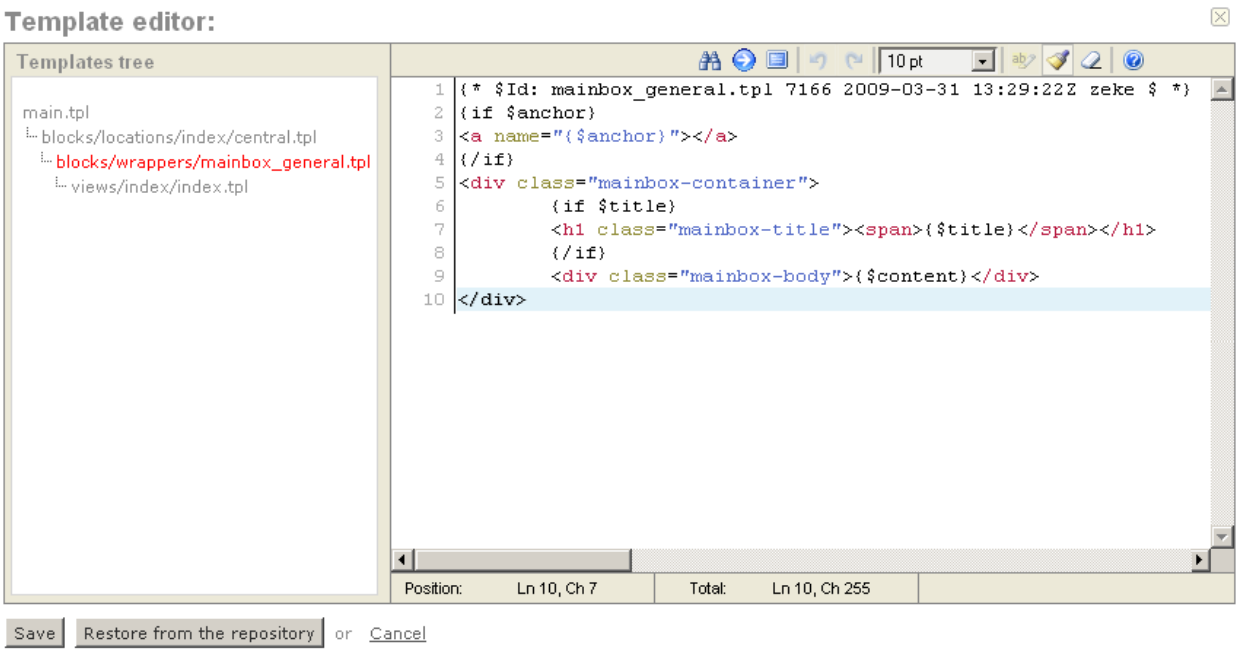
After clicking the **Enable translation mode** button there appears the **View storefront in translation mode** link, by following which you open the storefront in the translation mode.

To switch off the translation mode click on the **Disable translation mode** button.

Enable customization mode – enable customization mode by clicking on this button.

The customization mode allows you to edit templates responsible for the user interface. Follow the **View storefront in customization mode** link and you will open the storefront in the customization mode. You will see images. When pointing the mouse at any image, some area of the interface will turn green and the template(s) responsible for this area will be displayed. By clicking on the name of the template you will open a template editor and will be able to change its code.

To edit a template you should be familiar with Smarty, a web template system written in PHP. Also general rules of CS-Cart architecture given at docs.cs-cart.com should be taken into account while editing a template.



Template editor

To switch off the customization mode click on the **Disable customization mode** button.

5.7.4 Blocks

Using this feature you can change the layout of the store pages. It allows to manage their contents by editing the existing information blocks (side boxes, central boxes) or creating new ones.

Using the **Blocks** feature you can display additional information boxes on various pages of the customer area and it isn't necessary to modify templates to do this. Using this tool you can create such lists as **Featured products** or **Related products** and display them on different pages of the store.

The blocks can be defined for **Products**, **Categories**, **Pages**, **Home Page**, **Cart**, **Checkout**, **News** pages or all pages at once. Each page is divided into 5 parts for convenience: left, central, right, top and bottom. Blocks can be added to any of these 5 parts. Also you can easily change the location of any block by using the drag-and-drop feature. Just click on the necessary block and drag it to a different location.

On the **Blocks** page you see the tabs **All pages**, **Products**, **Categories**, **Pages**, **Home Page**, **Cart**, **Checkout**, **News**.

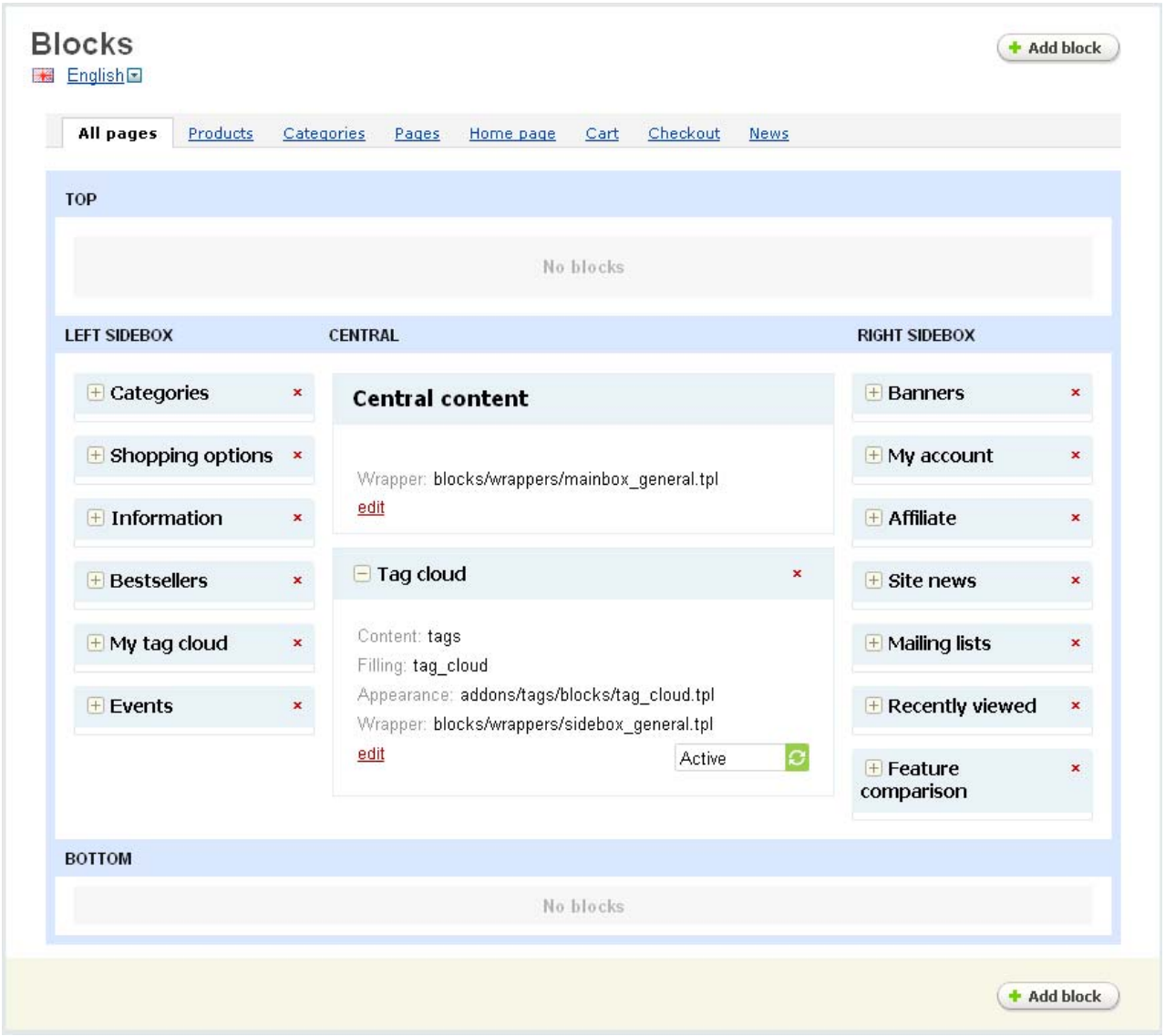
Let's consider the **All pages** tab. Here are displayed the blocks that are displayed on all pages of the store.

All the blocks are collapsed. The mode of the blocks (collapsed/extended) is saved after the page reload. Block position is saved with AJAX.

To edit a block click on the edit link and change necessary parameters in the displayed pop-up section.

To delete a block click on the × mark of the block you want to delete. Blocks displayed on all pages can be deleted only in the tab **All pages**.

Also the status of each block can be changed. If the status is **Disabled**, the block is not displayed in the customer front-end.



Blocks

To add a new block click on the + Add block button and set up the following options:

- *Name* – name of the block;

- *Block content* – whether it will be a standard side box (filling and appearance are already defined by the program) or a list of some objects;

Standard side boxes are to be added on the **Blocks** page to be displayed in the customer front-end.

- *Filling* – filling of the list. Options among which you can choose depend on what you set in the **Block content** field. For example, if **Block content** is set to **Products**, you will be able to choose among the following:

  • Manually - you add the items to the list manually;

  • Newest - the newest products of the store will be displayed in the list;

  • Recently viewed - products recently viewed by customers will be displayed in the list;

  • Bestsellers - bestsellers of the store will be displayed in the list;

  • Rating - products with the highest ratings will be displayed in the list.

- *Position* – define where on the page the block will be displayed (on the left, on the right, in the center, at the top or at the bottom).

- *Appearance type* – define how it will be displayed: Text links, Multicolumns, Links thumb, Sidebox first item, Small items, Without image, Scroller, Scroller2. The types among which you can choose depend on the settings listed above.

- *Wrapper* - choose a design template for the block wrapper (four options are given).

5.7.5 Appearance settings

See the chapter **Administration->Settings->Appearance**

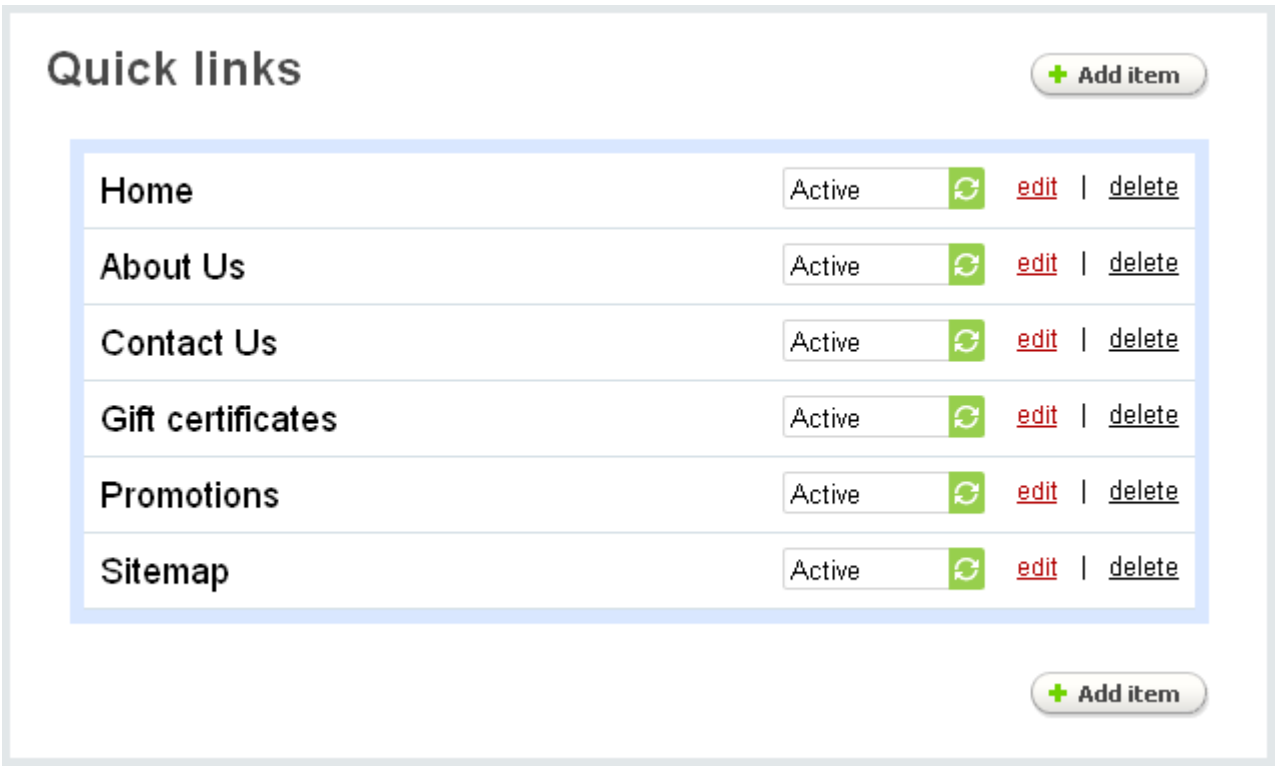
5.7.6 Quick links

Quick links are the links displayed in the top right corner in the storefront by following which the customer can quickly go to some important pages in the store.

A list of these links is given on the page. If you change the link status to disabled,

To delete a quick link click on the × mark.

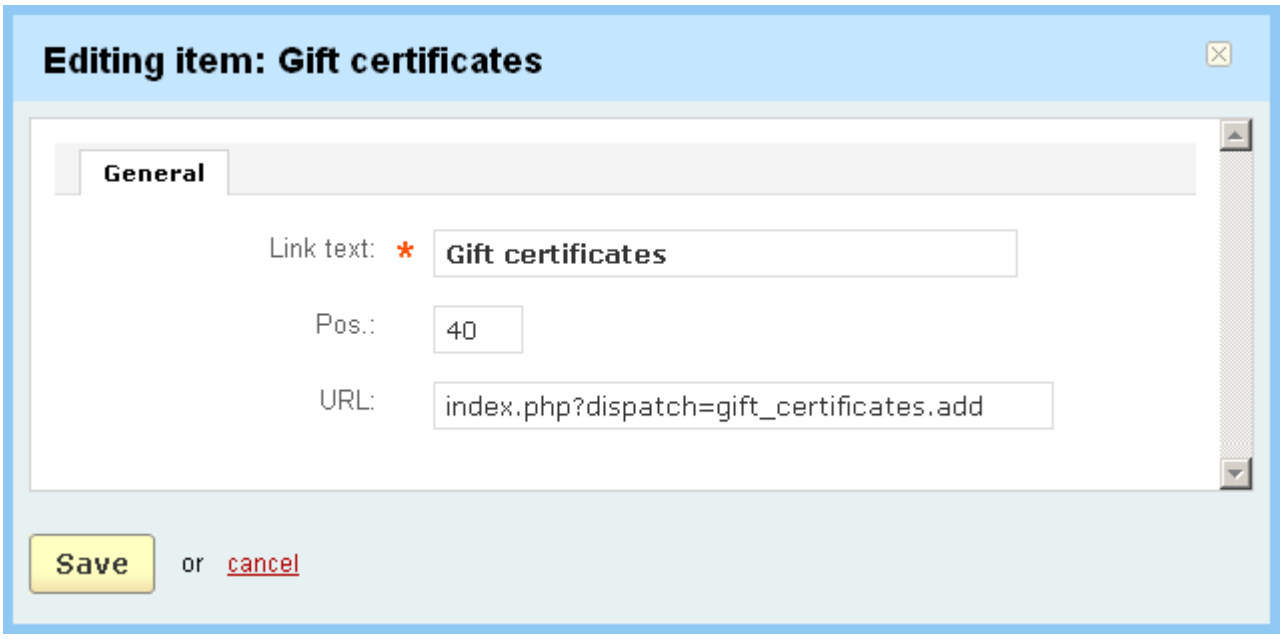
To add a quick link use the + Add item button.



Quick links

To edit a quick link click on the edit button. In the appeared section you are able to edit three parameters:

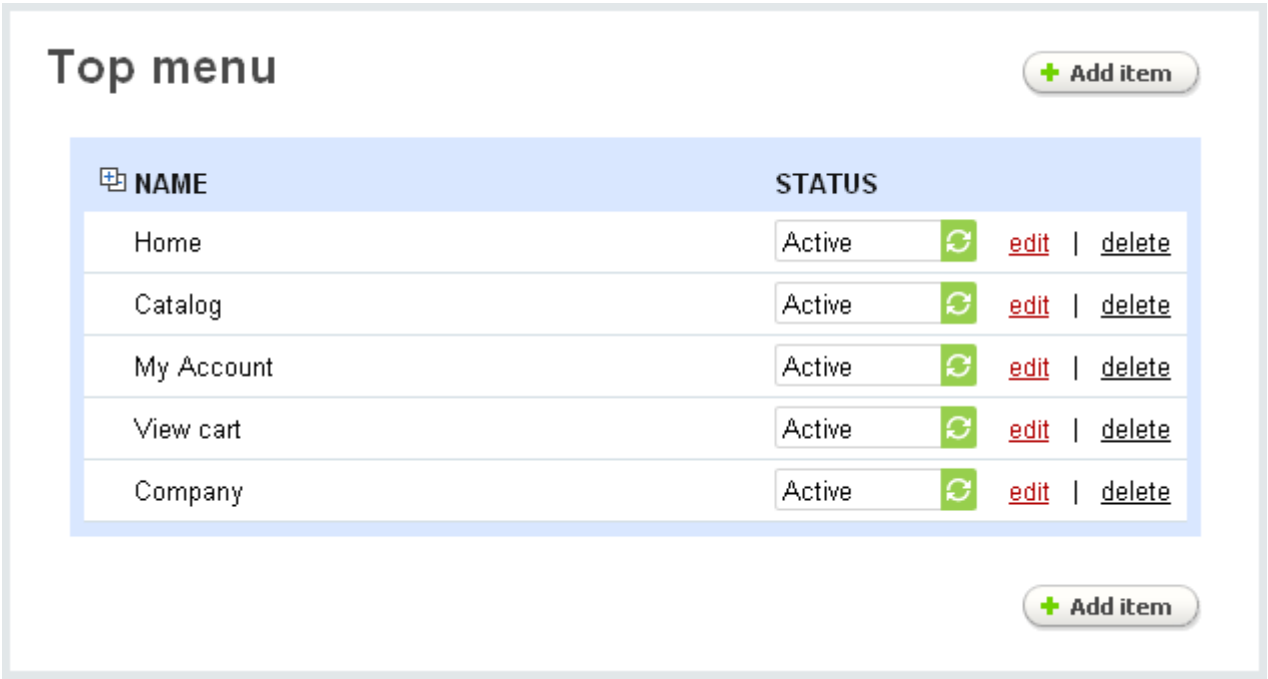
- *Link text* - link name, displayed in the storefront;
- *Position* - position of the link;
- *URL* - link to the page in the store where customers should be taken.



Editing item

5.7.7 Top menu

Here you can create and manage tabs of the storefront top menu.



Top menu

The page contains a list of tabs constituting the storefront top menu. Names of the links and their statuses (Active or Disabled) are given in the list.

To delete an item:

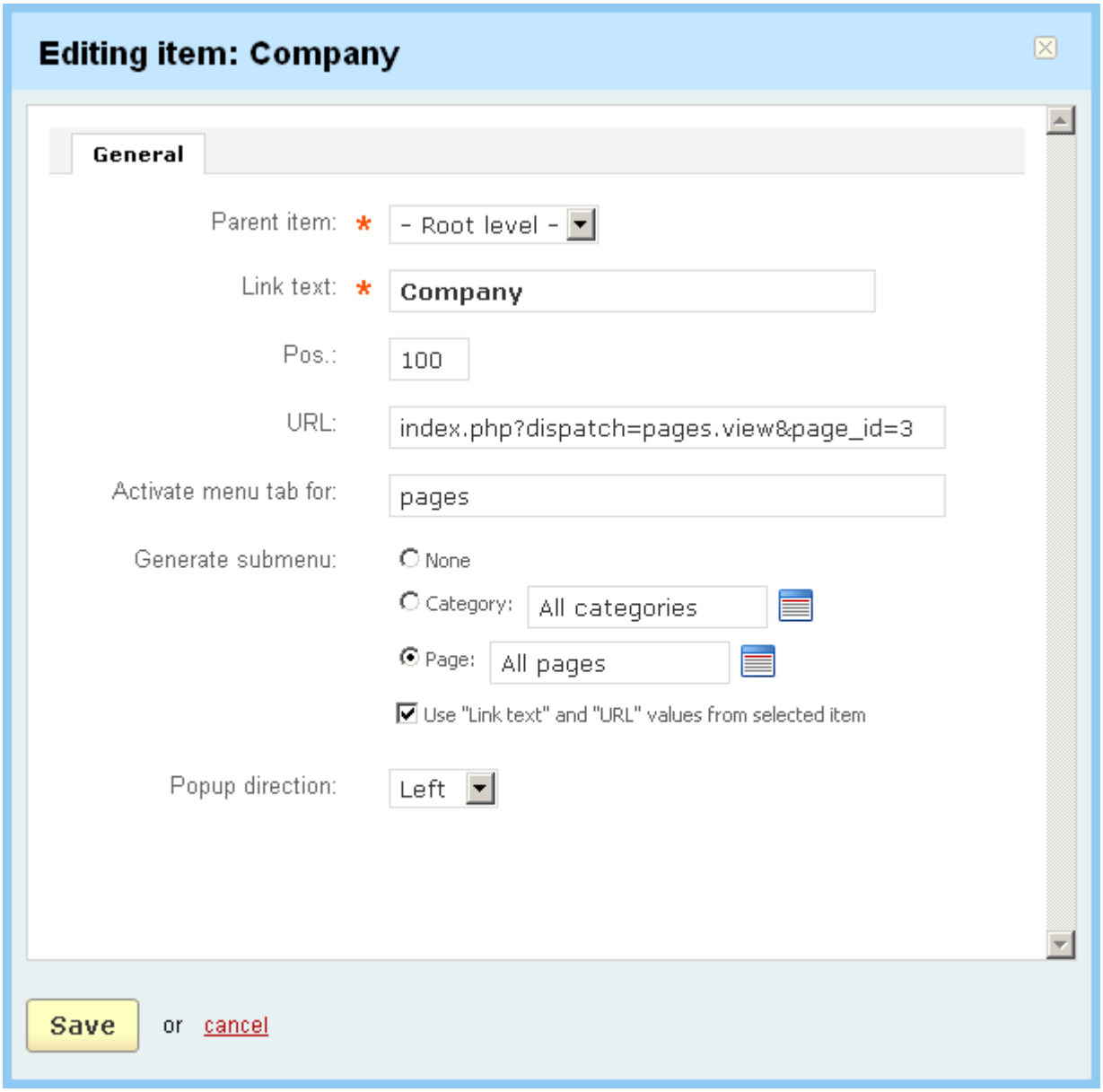
- click on delete of the item you want to delete.

To add a new item to the list, use the '**Add item**' button. In the pop-up section enter the necessary parameters and click on

.

To edit item parameters click on the edit link and you will be able to change the following parameters:

- *Parent item* - choose whether it will be a root level menu or it will be assigned to some menu;
- *Link text* – name of the tab;
- *Position* – ordinal number of the tab in the storefront;
- *URL* – URL of the page to which the tab redirects;
- *Activate menu tab for* - specify an item or items for which the menu tab will be activated;
- *Generate submenu* - here you can generate a submenu containing pages or categories. The submenu can contain only one page/category or all pages/categories at once.
- *Popup direction* - choose on which side the popup will be displayed (right or left).



Editing top menu

If you make any changes, don't forget to save the changes to the database by clicking on the Save button.

To specify the link ordinal number:

- enter the desired number in the '*Position*' field;

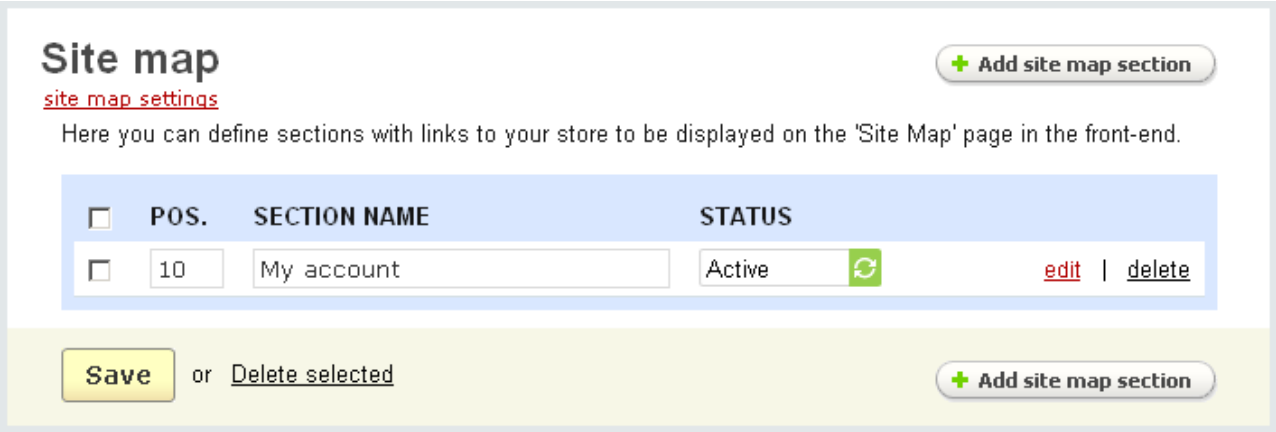
- click on Save .

For example, entering 1 for 'Contact us' and 2 for 'About us' in the example in the figure will change the order of the links in the storefront: the 'Contact us' link will be displayed first.

By default, if there are no numbers in the '*Position*' field, links will be displayed in alphabetical order.

5.7.8 Site map

This page allows you to define sections with links to your store to be displayed on the '**Site Map**' page in the storefront. The '**Site Map**' page contains a list of all site map items.



Manage site map

The list of defined sections is represented as a table consisting of the following columns:

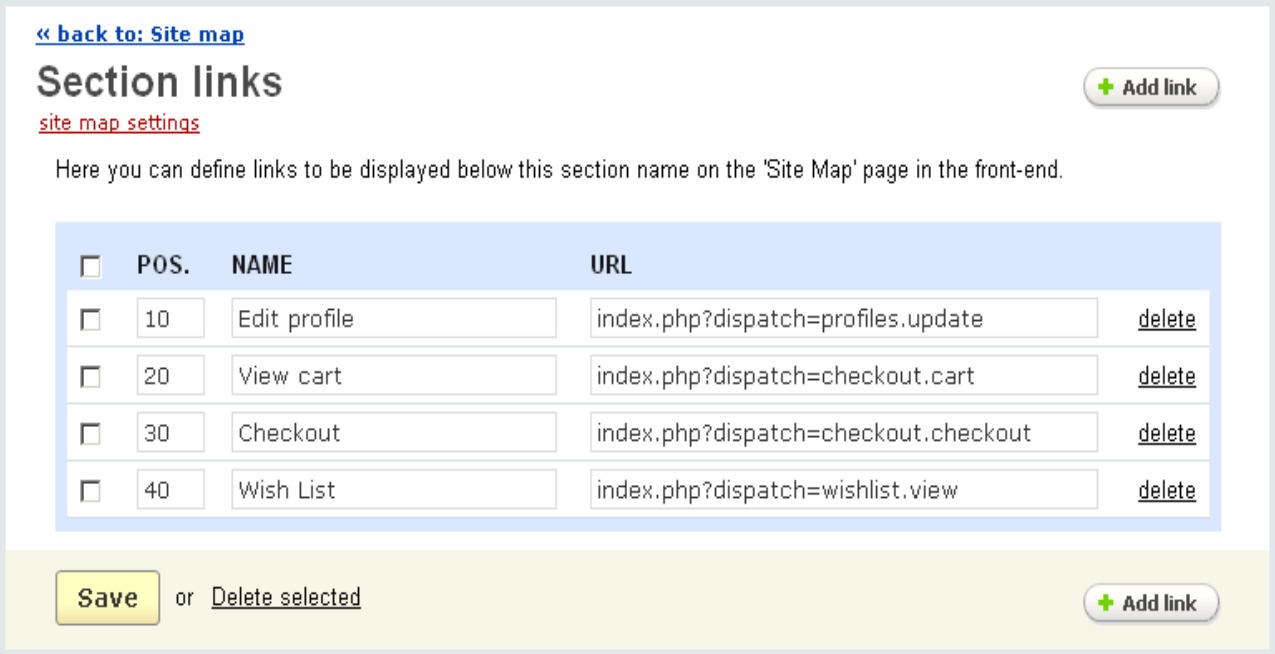
- *Select column*;
- *Position* - ordinal number of the section;
- *Section name*;
- *Status* - status of the section (Active - available in the storefront, Disabled - not available in the storefront).

To add a new section use the '**Add site map section**' button. After all the necessary parameters are entered, click on the **Create** button to add a new section.

Each section can have the additional references which are displayed below the section name on the '**Site Map**' page in the storefront. To display a list of these

references click on the edit link of the section. You will see a table with the following columns:

- *Select column*;
- *Position* - position in the list (ordinal number);
- *Name* - name of the link;
- *URL* - URL to some page of the store;



Section links

If you change the value of any field, click on Save to save your changes in the database.

To delete a link from the list:

- click on delete of the link.

To delete several links at a time:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

To add a new section link use the + Add link button. In the pop-up section enter the necessary parameters and click on Create.

To add a new row with empty fields to the section, click on +.

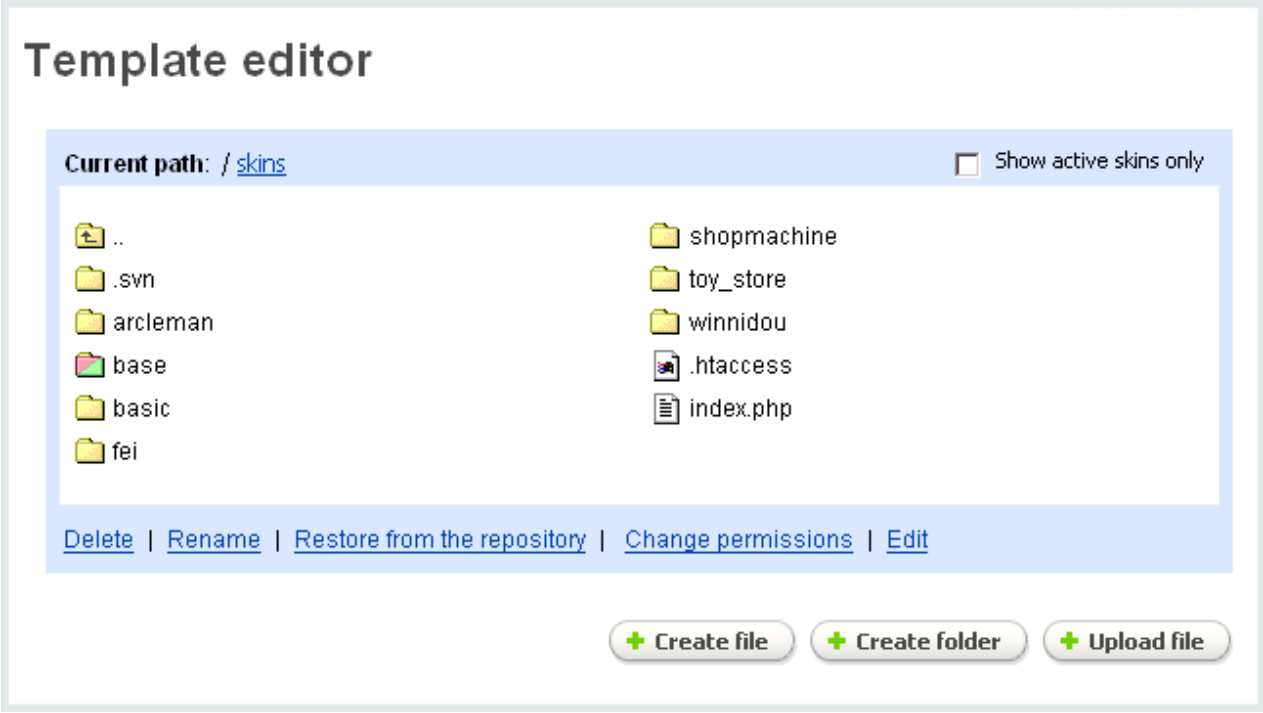
To add a new row with identical values to an existing one ("clone" link), click on .

To delete a row, click on × . (You can delete all the rows except the last one.)

5.7.9 Template editor

The '**Template editor**' page is aimed at those who wish to edit skin templates directly in their browser. You can completely change look and feel of your store by using built-in template editor. For instance, the template editor can be used to modify the design of the category pages in the way that cannot be achieved using the basic menu items.

The template editor is JavaScript-based, so JavaScript must be enabled in your browser.



Template editor

There are the following elements on the page:

- the '*Current path*' field;
- the '*Show active skins only*' check box;
- *Legend* (a list of skin directories);
- the '*Create file*' button;
- the '*Create folder*' button;
- the '*Upload file*' button.

As soon as the page is open, the content of the '**skins**' directory will be displayed. To indicate which directory you should enter to edit the look and feel of customer or administration areas, some directory icons are marked with different colors.

- The skin directory with operational customer and e-mail templates has a green icon.

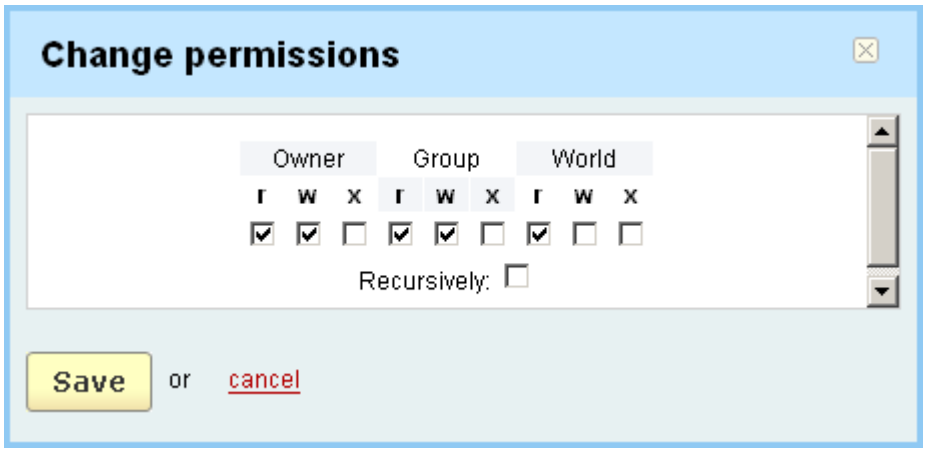
- The skin directory with operational administrator templates has a pink icon.

- The skin directory with operational administrator, customer and e-mail templates has a green and pink icon.

By default, the '**Show active skins only**' check box is ticked off, so only directories with active operational customer and administrator templates are displayed.

Click on directory icon or double click on the directory name to open a list of its subdirectories (since the editor is JavaScript-based, only the list of subdirectories will be reloaded and not the whole page). Click on directory name to display a section containing the following list of available operations for the directory:

- **Delete**. Click on **Delete** link to delete the directory.
- **Rename**. Click on **Rename** link to rename the directory. You will need to enter a new filename into the pop-up window and click on 'Ok' button.
- **Restore from the repository**. Click on **Restore from the repository** link to restore all subdirectories and templates of this directory from backup (the backup copy of skin templates is stored in 'skins_repository' directory).
- **Change permissions**. Click on **Change permissions** link to set permissions for the directory. You will need to tick off 'r' check box to set read permissions, 'w' one to set write permissions and 'x' one to set execute permissions for the directory owner, the owner group and all users.



Change permissions

Template icons are marked according to template type - template file, image file, CSS file, JavaScript file, etc.

Click on file icon or double click on the filename to open a pop-up window with the content of the file. In this window you can edit the content of the file.

Click on Save button to save the changes in the file system.

Click on the cancel link to cancel the changes and close the window.

Click on filename to display a section with a list of available operations for the file. The list includes the operations you can apply to the directory (**delete**, **rename**, **restore from the repository**, **change permissions**) and two additional ones:

- **Edit**. Click on Edit link to open the pop-up window with the content of the file.
- **Download**. Click on Download link to download the file to your local computer.

By using the '**Create file**' and '**Create directory**' forms you can create new files and directories in the current one. Also you can upload files from your local computer, the shop server or Internet to the current directory by using the '**Upload file**' form.

5.7.10 Skin selector

This page allows you to change the skin of the customer storefront and the administration panel according to your preferences. You are provided with a certain number of appearance variations which can meet any of your needs.

The '**Skin selector**' page contains the following elements:

- *Skin for customer area*;
- *Templates directory*;
- *Skin for administration area*;
- *Templates directory*.

If you want to change the customer storefront appearance:

- choose the necessary skin for the customer area in the '**Skin for customer area**' select box. The skin preview image is displayed below.

- click on Save .

If the selected skin wasn't loaded before, it will be copied from the directory of skin repository and the process will be viewed on the screen. The template location of the selected skin is represented in the '**Templates directory**' field.

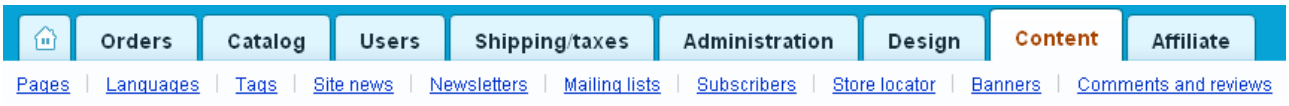
If you want to change the skin for the administration area, repeat the steps mentioned above with the '**Skin for administration area**' field.

Also you can modify the look and feel of the installed skin by yourself using CS-Cart '**Template editor**'.

5.8 Content

The content management system is another powerful feature of the CS-Cart shopping cart software. Using this feature, you can create your own information topics, such as help pages or your company history. The topics will be listed automatically in the '**Site info**' box of your storefront. Also, the system includes tools allowing registered and unregistered users to subscribe to your shop (or company) news.

This feature is managed using the administration sections of the '**Content**' tab.



Content

5.8.1 Pages

Here you can create additional pages that will be displayed in the **Information** side box in the storefront. These pages can be of four types: text pages, forms, polls and links.

Pages of all types are given on this page. You can display only one type of pages by using the corresponding links pages, links, polls, forms.

First goes the search pattern.

Basic search options are:

- *Find results with*:

  Available options:

  • Any of these words - search for any entered word;

  • All of these words - search for all entered words in any order;

  • The exact phrase - search for the exact entered phrase.

- *Type* (pages, links, forms, polls);

- *Parent page* - choose a parent page.

You can manage content pages using the '**Pages**' form. Here is given a list of all text pages displayed in the storefront.

Advanced search options allow you to specify additional advanced search criteria:

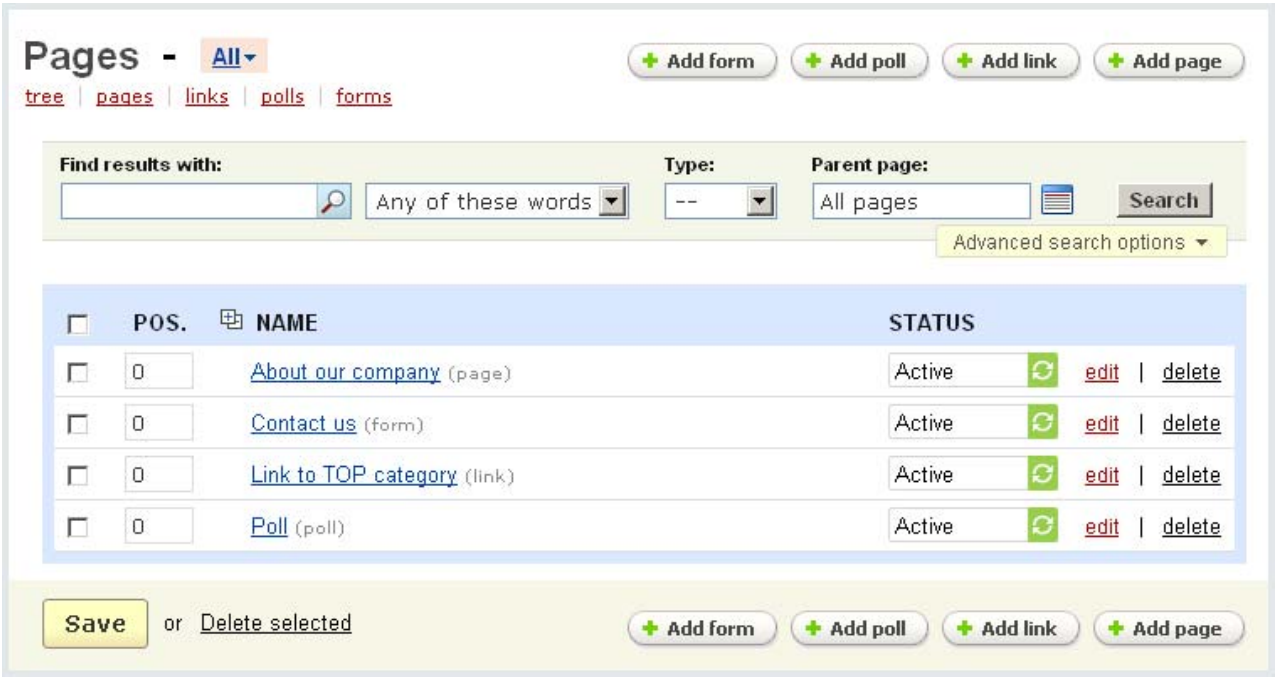
- *Search in* (page name, description, subpages)

- *Tag* (search by tags of pages)

- *Status* (search by status; whether Active, Hidden or Disabled)

Also, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search**

as: input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box next at the top.



Pages

The list of pages is represented at a table with the following columns:

- *Select column* – selects the page;

- *Position* – ordinal number of the page in the storefront;

- *Name* – name of the page (it is also specified whether it is a form, text page, poll or link);

- *Status* – status of the page (Active - the page is available for customers, Disabled - the page cannot be accessed by customers; Hidden - the page can be accessed by customers only by following the direct link).

You can define the number of content pages displayed at a time, as explained in the chapter **Administration->Settings->Appearance>CMS pages per page (admin)**.

To specify the page ordinal number:

- enter number into the '*Position*' field;

- click on Save .

For example, entering 1 for 'Contact us' and 2 for 'About our company' will change the order of the pages in the '**Information**' side box in the storefront: the 'Contact us' form will be listed first.

By default, if there are no numbers in the '*Position*' field, the pages will be listed in alphabetical order.

To delete a page (text page, link, form, poll), either:

- place a check mark in the Select column of the page you want to delete;
- click on Delete selected.

or:

- use the delete link in the page's row.

To edit a page (text page, link, form, poll) click on its name and you will be taken to the page where you can edit all its parameters.

To add a page, link, form, poll:

- click on the corresponding button;

  -

  -

  -

  -

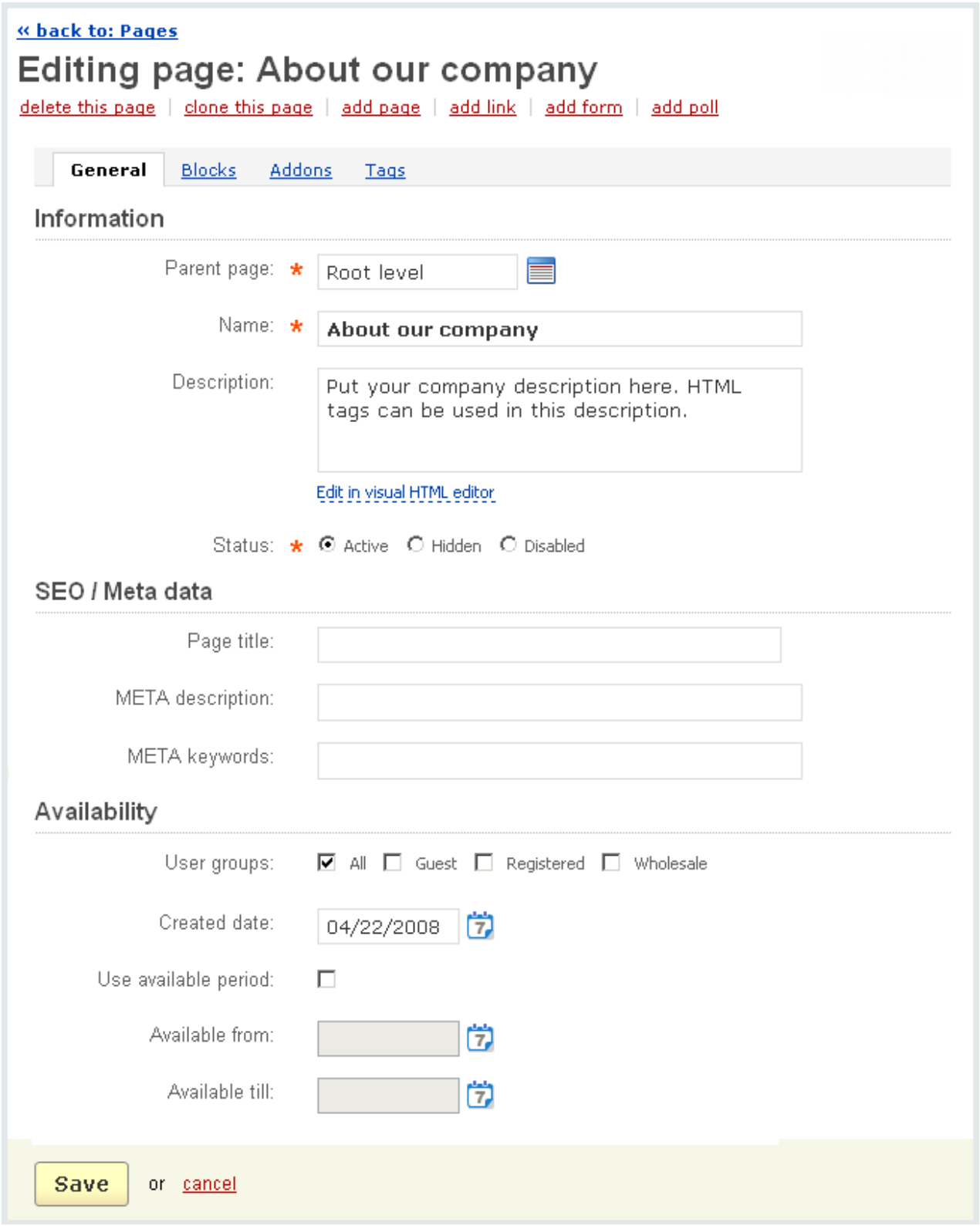
- and set the necessary parameters.

Polls can be added only if the **Polls** addon is enabled in **Administration->Addons**.

Let's consider each page type separately.

5.8.1.1 Pages

Pages are content pages where you can post various information such as your company information, privacy policy, affiliate program terms and conditions, etc.



Editing page

All the parameters are grouped into three sections: Information, SEO/Meta data, Availability.

Information

- *Parent page* – choose whether it is a root level page or a subpage;
- *Name* – name of the page;
- *Description* – text displayed on the page in the storefront;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor .

- *Status* – status of the link (Active, Hidden or Disabled).

SEO / Meta data

- *Page title* - you can define any title that will be displayed in the browser when viewing the page in the storefront;
- *META description* - a specific Meta Tag description for this page;
- *META keywords* - specific Meta Tag keywords for this page.

Availability

- *User groups* - user groups for which the page is available, i.e. the users signed up for the selected groups have access to this page;
- *Created date* – date of the page creation;
- *Use available period* – if ticked off, the page will be available only during the time specified;
- *Available from* – the first day when the page is available;
- *Available till* – the last day when the page is available.

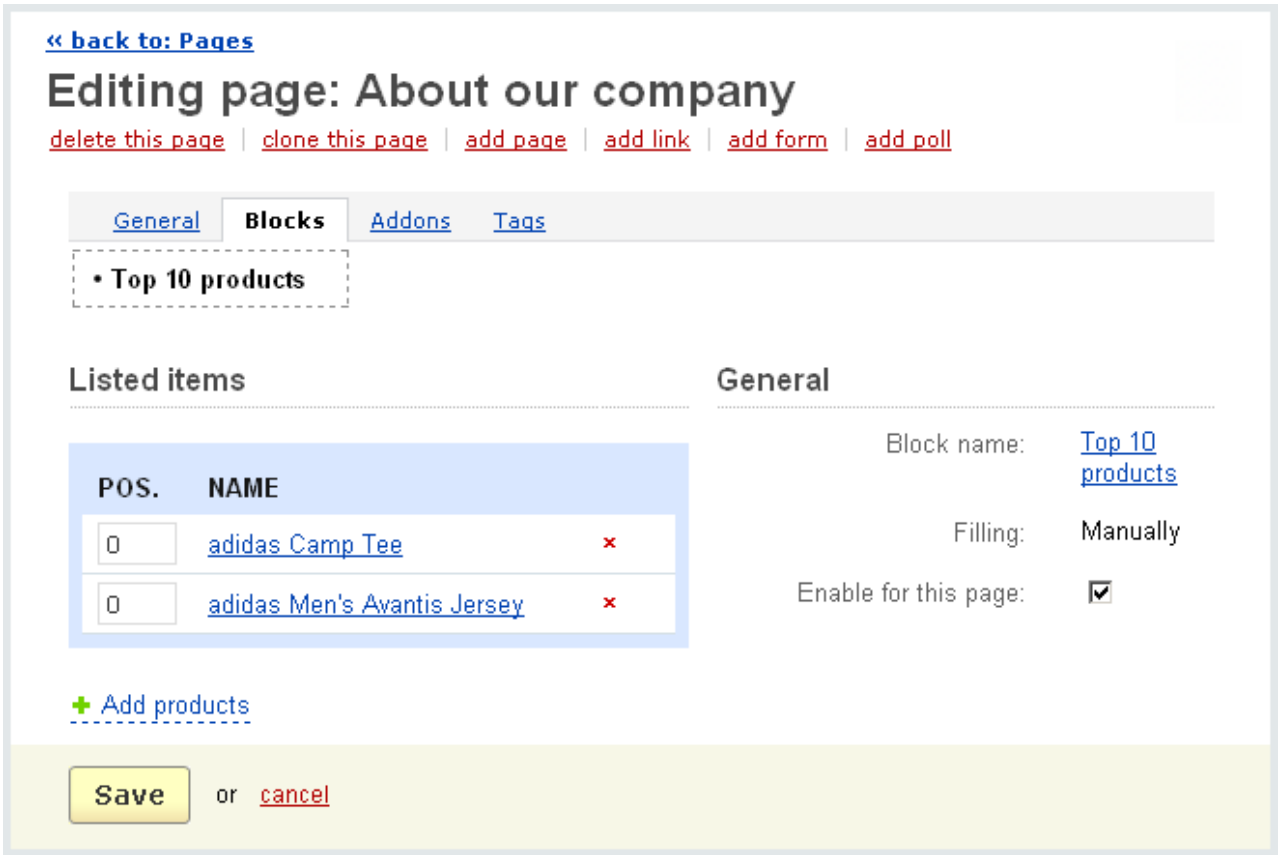
The only required parameters are '*Name*' and '*Status*'. You can leave any other fields blank if you wish so.

After the necessary parameters are changed/added, click on the Save button to save the changes to the database.

There is the ability to preview the created page by following the URL in the **Preview** box on the right.

The '**Blocks**' tab is also displayed in the **Editing page** form. The blocks that were created in the **Pages** tab in **Design->Blocks** are represented there. To enable the necessary block, tick off the '**Enable for this page**' check box.

Items of the block are displayed in the **Listed items** section. If the block is filled *manually,* follow the +Add products (categories, polls, etc.) link, choose necessary items in the pop-up section and add them to the **Listed items** section.



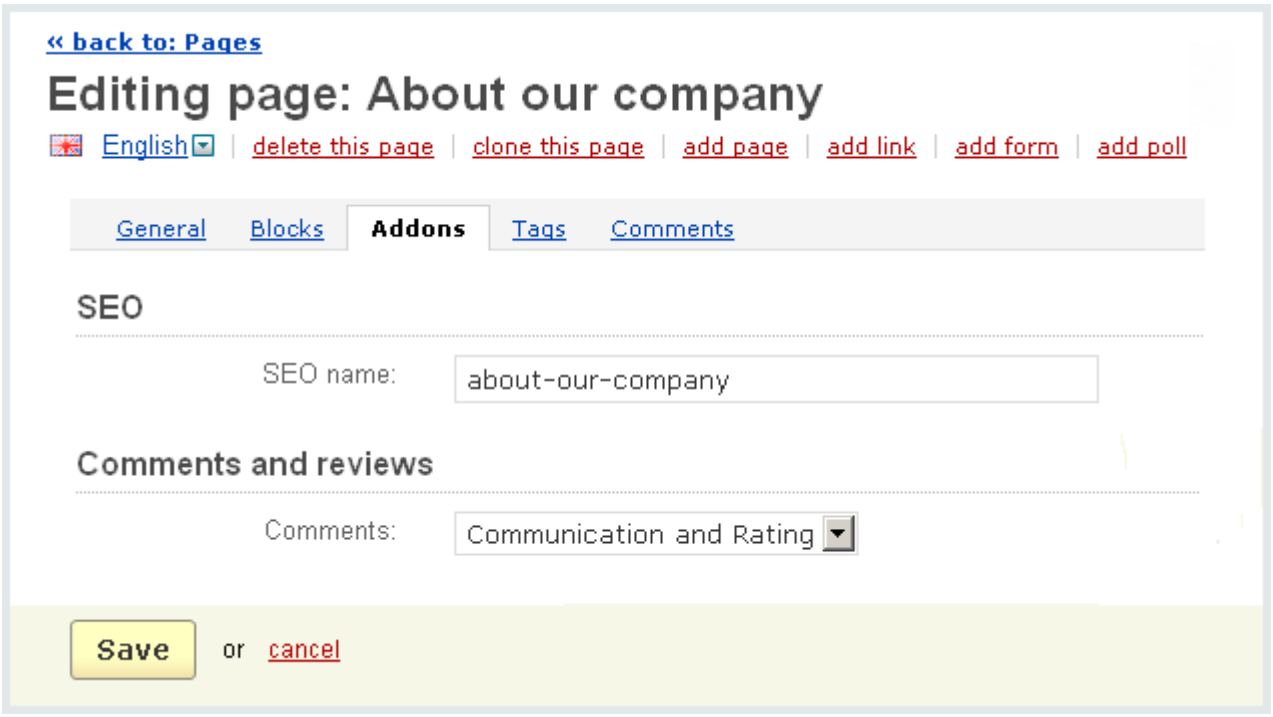
To find more information about **Blocks** see **Design->Blocks**.

In the **Addons** tab you see the addons that can be enabled for pages. This addon is given here if it is enabled in **Administration->Addons**. For pages such addons are **Comments and reviews** and **SEO**.

SEO names are defined for pages automatically. A standard SEO name is the name of the page with spaces replaced by hyphens. SEO names can be changed according to your wish and, what is more, a separate SEO name can be defined for each language of the store.

Communication about the page, page rating or both can be enabled in the **Comments and reviews** section.

If you make any changes click on Save. To cancel the changes click on cancel.


« back to: Pages
Editing page: About our company
English | delete this page | clone this page | add page | add link | add form | add poll
General | Blocks | Addons | Tags | Comments
SEO
SEO name: about-our-company
Comments and reviews
Comments: Communication and Rating
Save or cancel

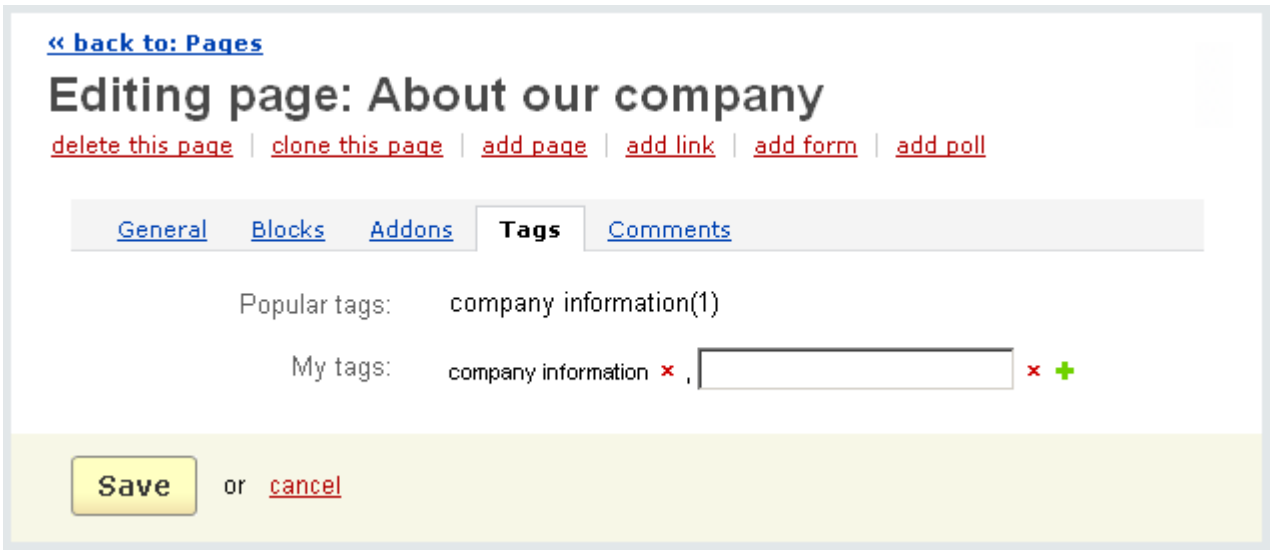
Addons

In the '**Tags**' tab you can set tags for this page. The tags specified here are displayed in the '**Tag cloud**' side box in the storefront.

- *Popular tags* – tags that have already been added for the page;
- *My tags* – tags that have been added by you;

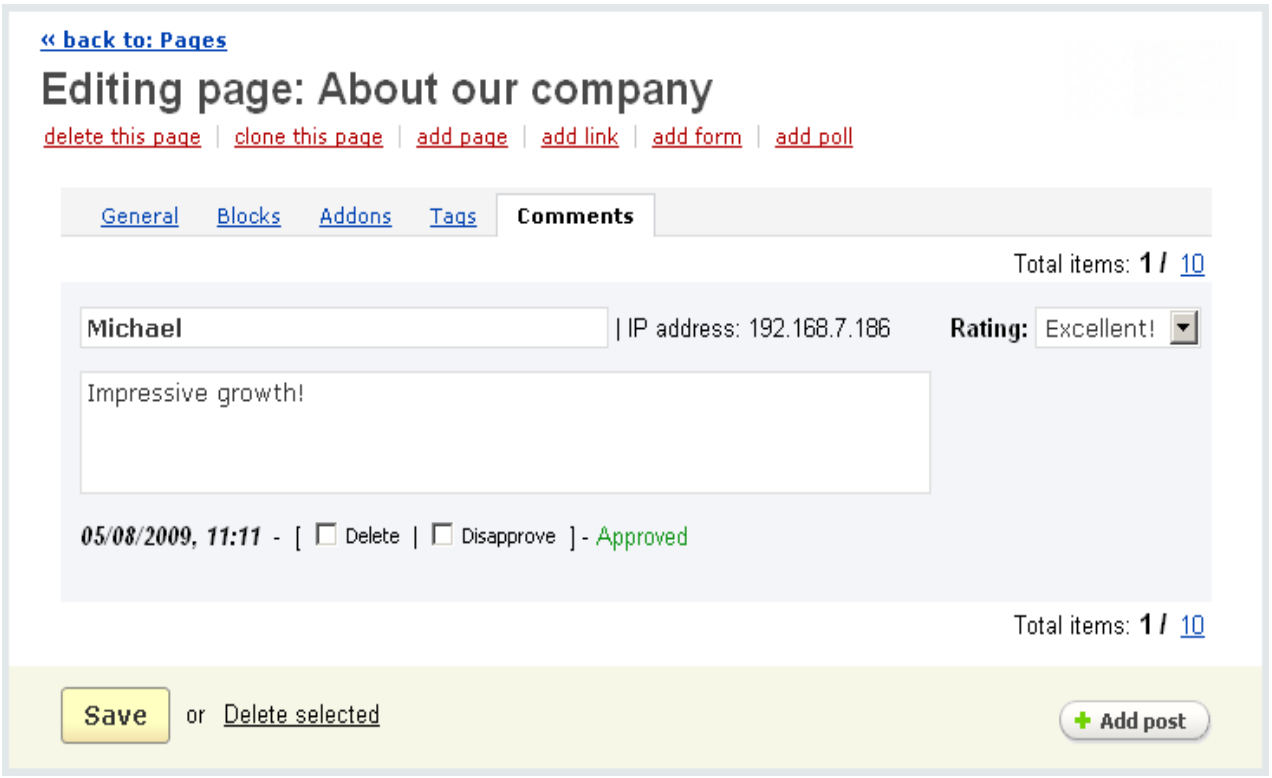
Also here you can add new tags for the page, just type the necessary value into the input field and click on Save.

Note that the tab **Tags** is displayed here only if the setting **Tags for pages** is enabled in **Administration->Addons**.


« back to: Pages
Editing page: About our company
delete this page | clone this page | add page | add link | add form | add poll
General Blocks Addons Tags Comments
Popular tags: company information(1)
My tags: company information ×
Save or cancel

Tags

If any type of communication is enabled in the **Addons** tab, the **Comments** tab appears on the page. The comments regarding the page and/or page ratings are shown in this tab. Here you can view comments posted by store administrators as well as customers.


« back to: Pages
Editing page: About our company
delete this page | clone this page | add page | add link | add form | add poll
General Blocks Addons Tags Comments
Total items: 1 / 10
Michael | IP address: 192.168.7.186 Rating: Excellent!
Impressive growth!
05/08/2009, 11:11 - [Delete | Disapprove] - Approved
Total items: 1 / 10
Save or Delete selected
Add post

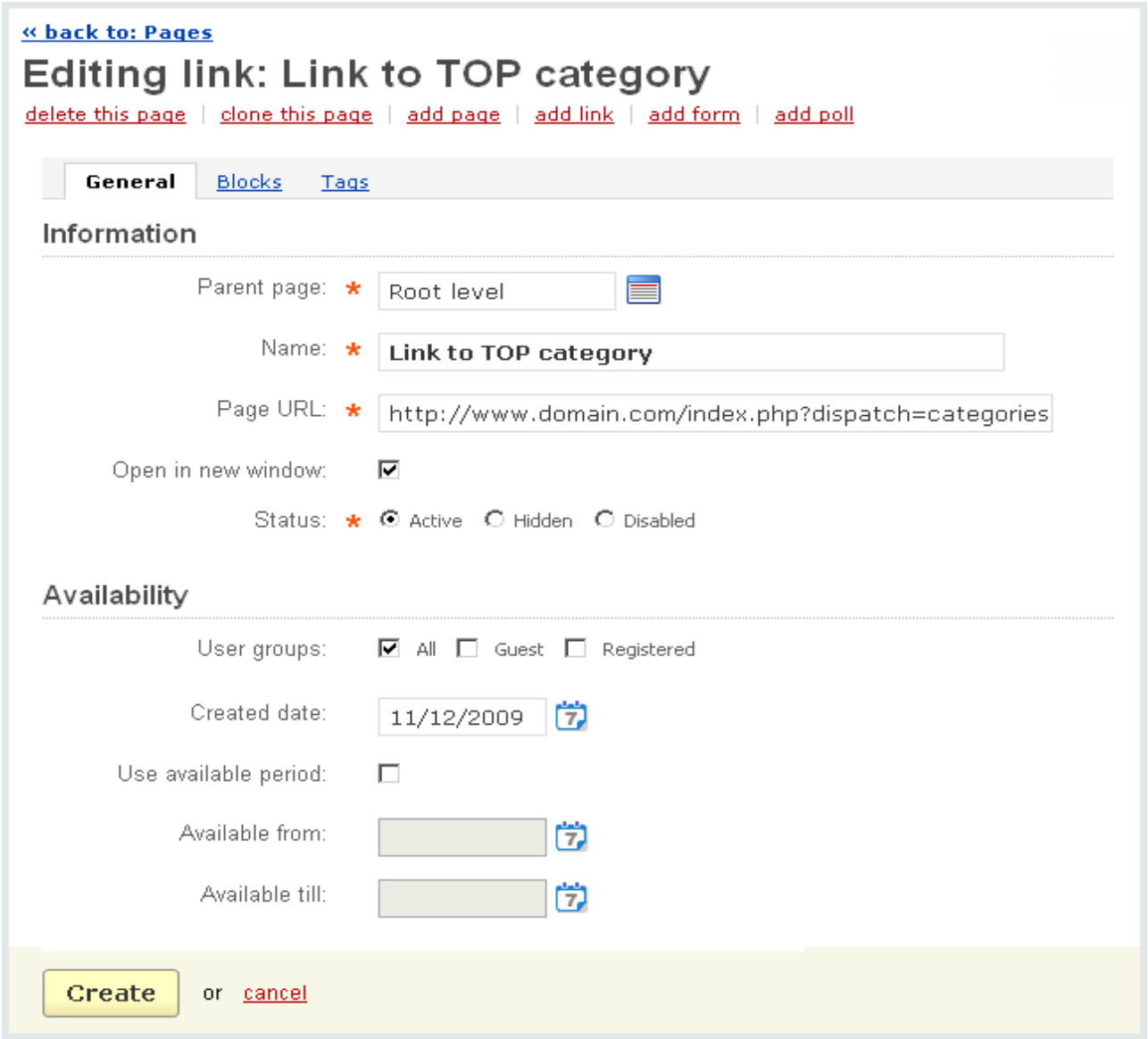
Comments

5.8.1.2 Links

By clicking on the link name you go to the page **Editing link**. Here you will be able to edit the link parameters. All the parameters are grouped into two sections: Information and Availability.

Information

- *Parent page* – choose whether it is a root level page or a subpage;
- *Name* – name of the link;
- *Page URL* – link to the page in the storefront;
- *Open in new window* – tick off to open the link in a new window;
- *Status* – status of the link (Active, Hidden or Disabled);



Editing link

Availability

- *User groups* - user groups for which the page is available;

- *Created date* – date of the page creation;

- *Use available period* – if ticked off, the link will be active only during the time specified below;

- *Available from* – the first day when the link is active;

- *Available till* – the last day when the link is active.

The fields marked with * are mandatory for filling in.

The tabs '**Blocks**' and '**Tags**' are also displayed in the **Editing link** form. Their contents are the same as for the text pages.

5.8.1.3 Forms

The system allows you to add various types of contact forms that will be displayed in the storefront. With the help of '**Forms**' you can edit the contact forms even if you have no idea of HTML code.

The form parameters are grouped into three sections: Information, SEO/Meta data, Availability.

Information

- *Parent page* – choose whether it is a root level page or a subpage;

- *Name* – name of the form;

- *Description* – form description that is displayed in the storefront;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *Status* – status of the form (Active, Hidden or Disabled).

SEO / Meta data

- *Page title* - you can define any title that will be displayed in the browser when viewing the page in the storefront;

- *META description* - a specific Meta Tag description for this form;

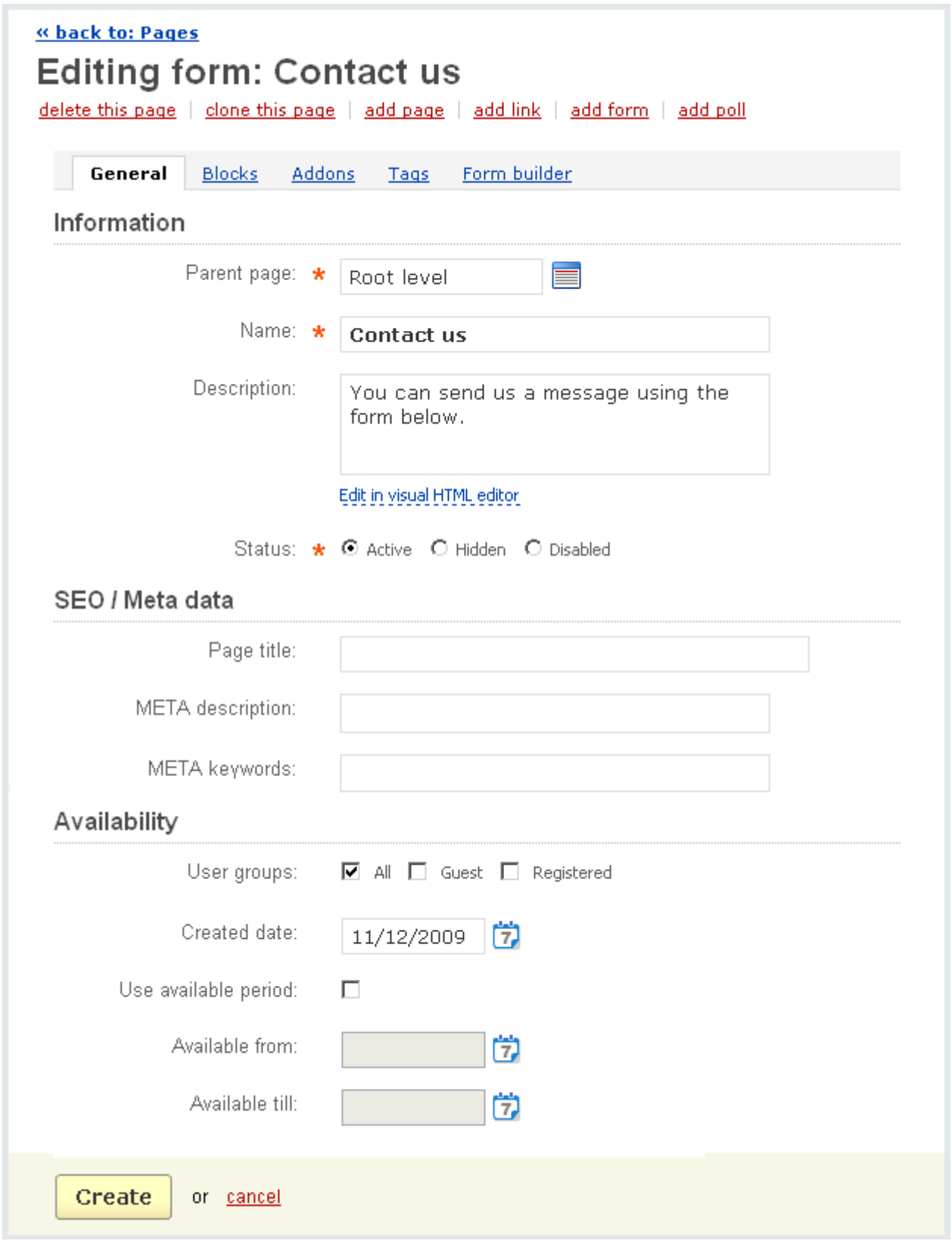
- *META keywords* - specific Meta Tag keywords for this form.

Availability

- *User groups* - user groups for which the form is available;

- *Created date* – date of creation;
- *Use available period* – if ticked off, the form will be available only during the time specified below;
- *Available from* – the first day when the form is available;
- *Available till* – the last day when the form is available.

To preview the form follow the link in the **Preview** box on the right.



Editing form

The contents of the tabs **Blocks**, **Addons** and **Tags** are the same as for the text pages.

In the tab '**Form builder**' you create the form itself and add the fields of the form:

- *Form submit text* – text displayed after submitting the form;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *E-mail to* – e-mail to which the form will be sent;
- *Form is secure (SSL)* – tick off to make the form transfer secure;

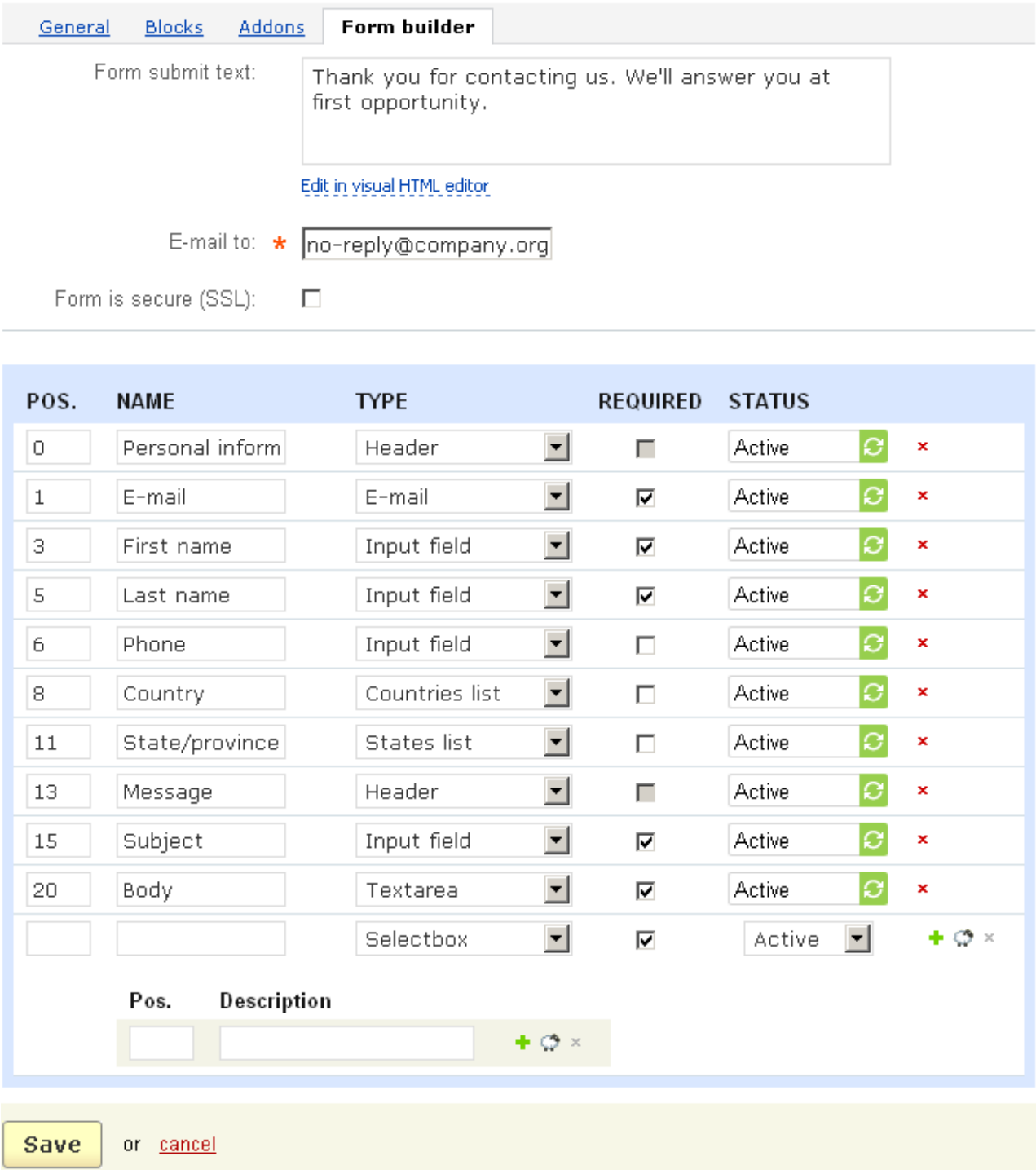
Then follows the section with a list of defined fields of the form:

- *Position* – define position of the field in the form (ordinal number);
- *Name* - name of the field;
- *Type* – display type of the field;

All display types are divided into **Base** and **Special**. Base types include check box, header (title), input field, multiple check boxes, multiple select box, radio group, select box, separator (separating line), text area. Special forms include date (represented as month, day, year select boxes), e-mail (only valid e-mails can be entered), number (only digits can be entered), phone, countries list, states list, file (represented as a form allowing to attach a file from local computer or from the Internet to the message).

If the display type presupposes some variants to select from, the **Description** field will be displayed below for such variants. You will be able to add as many variants as you want by using the plus mark.

- *Required* – tick off if the field is mandatory to fill in;
- *Status* – status of the field (Active or Disabled).



Form builder

To delete a row, click on × . (You can delete all the entries except the last one.)

If you make any changes click on the Save button. To cancel the changes click on the cancel button.

5.8.1.4 Polls

With the **Polls** addon you can create surveys and polls and place them on your website. This will allow you to get answers to the questions that matter to you and your customers to express themselves.

The following tabs are displayed for a poll: General, Blocks, Addons, Poll, Questions, Poll statistics.

The **Blocks** tab is displayed only if the **Blocks** addon is enabled in **Administration->Blocks**.

The following parameters of the poll are given in the **General** tab.

Information

- *Parent page* – choose whether it is a root level page or a subpage;
- *Name* – name of the form;
- *Description* – form description that is displayed in the storefront;

The field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *Status* – status of the form (Active, Hidden or Disabled).

SEO / Meta data

- *Page title* - you can define any title that will be displayed in the browser when viewing the page in the storefront;
- *META description* - a specific Meta Tag description for this poll;
- *META keywords* - specific Meta Tag keywords for this poll.

Availability

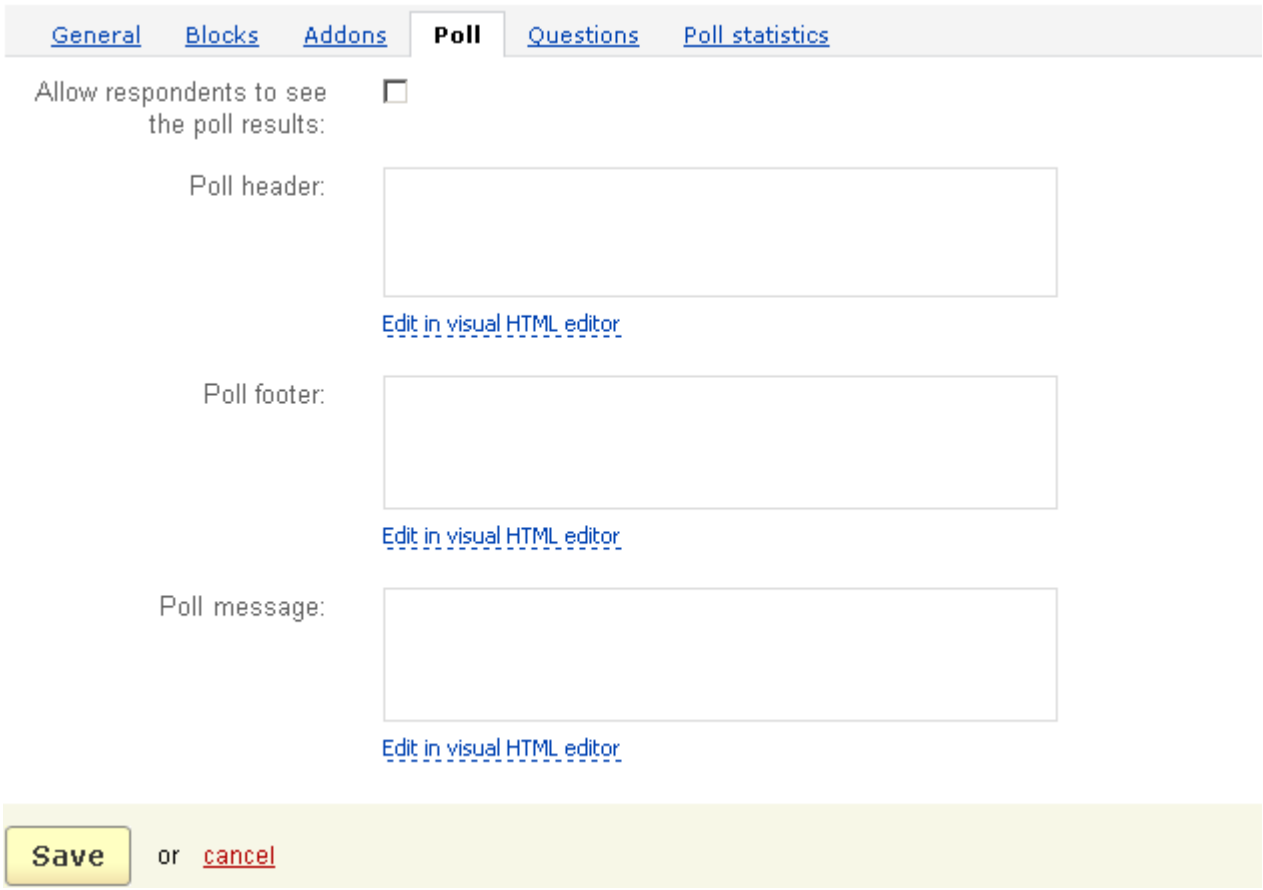
- *User groups* - user groups for which the poll is available;
- *Created date* – date of the poll creation;
- *Use available period* – if ticked off, the form will be available only during the time specified below;

- *Available from* – the first day when the form is available;
- *Available till* – the last day when the form is available.

The contents of the **Blocks**, **Addons** and **Tags** tabs are the same as for the text pages.

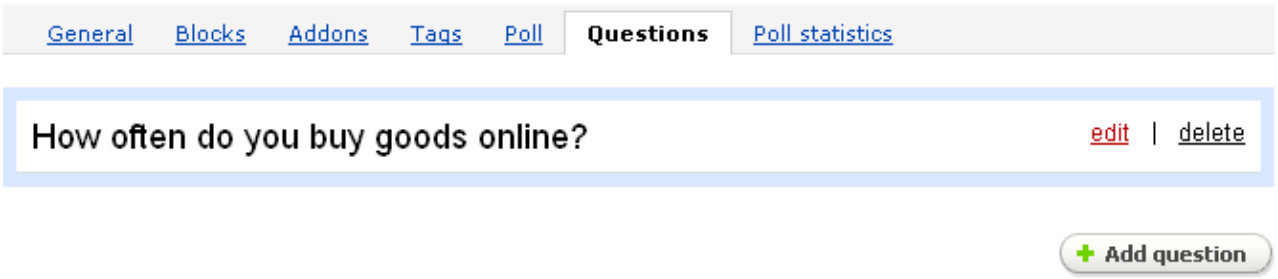
In the **Poll** tab you can edit the following parameters:

- *Allow respondents to see the poll results* – tick off to allow respondents to see the poll results;
- *Poll header* – enter the header of the poll;
- *Poll footer* – enter the footer of the poll;
- *Poll message* – message displayed in the storefront after poll is completed.



Poll

A question or questions of a particular poll are given in the **Questions** tab.



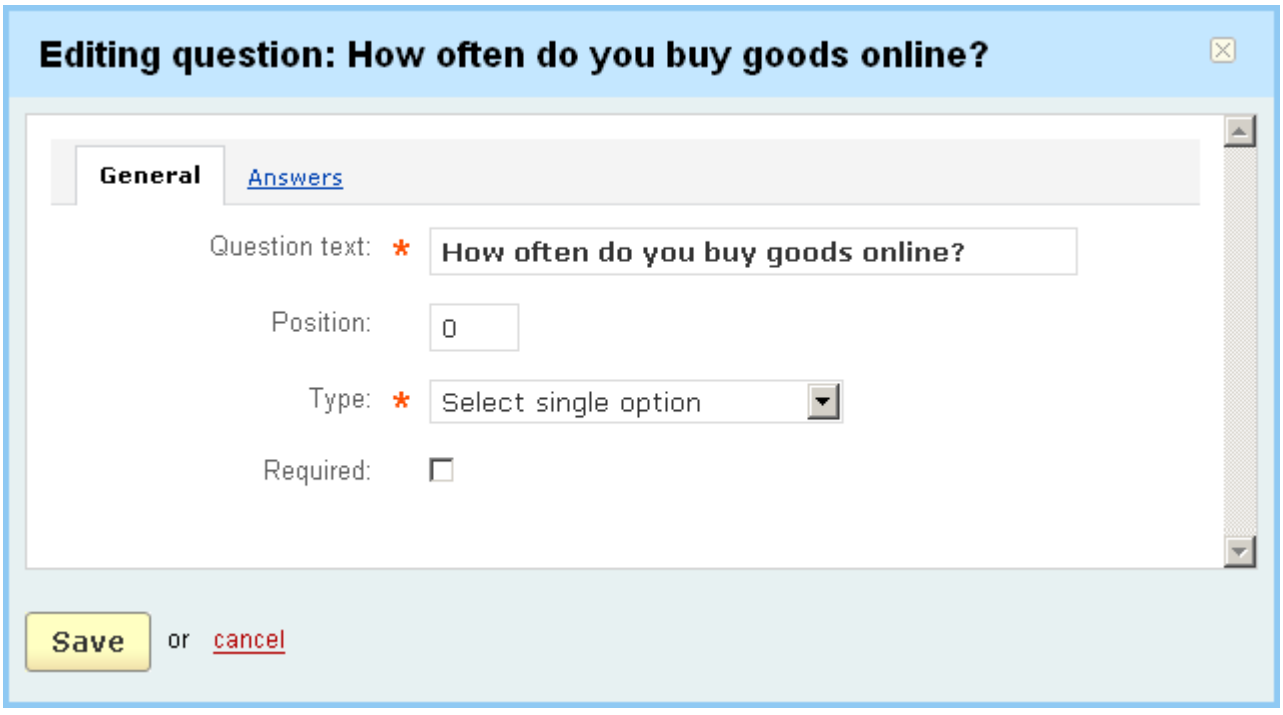
Questions

To delete a question:

- click on delete of the question you want to delete.

To edit a question use the edit link.

To add a question click on the Add question button. The **New question** pop-up section will open. It contains two tabs **General** and **Answers**.



Editing question

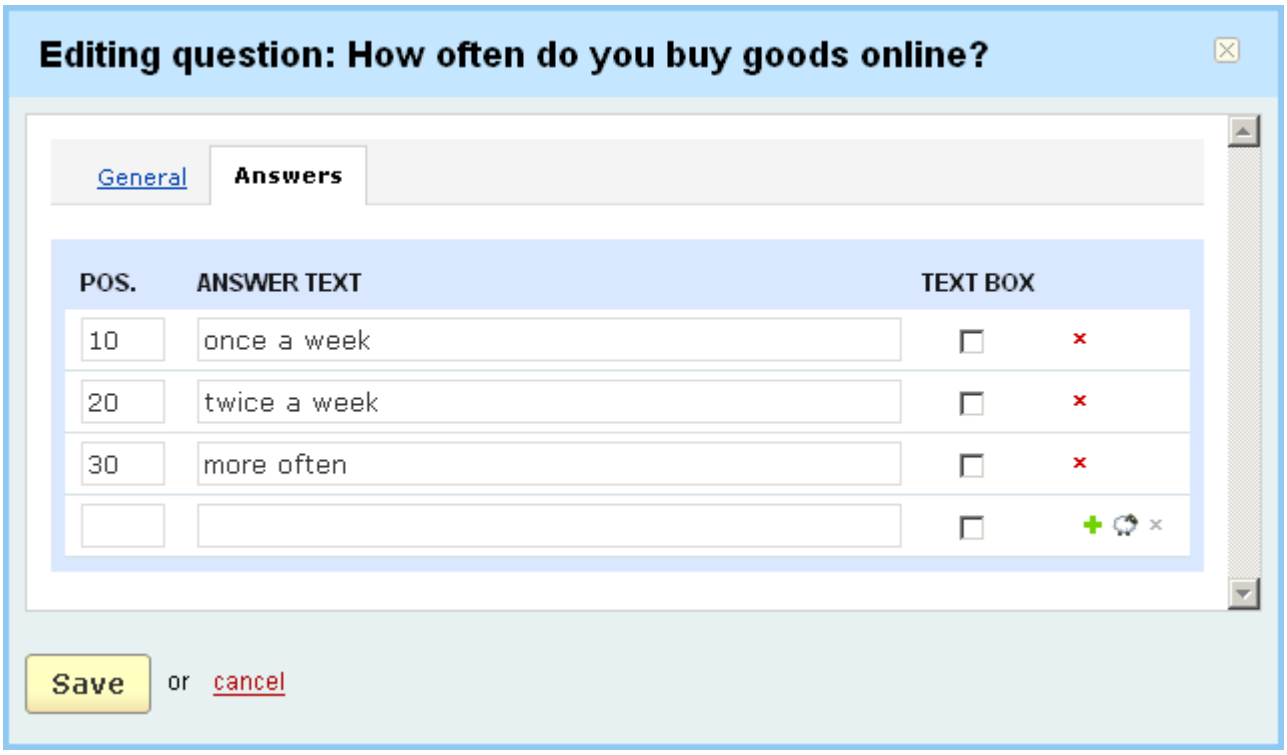
General:

- *Question text* – the question itself;

- *Position* – position of the question in the list;

- *Type* – define whether customers will have to give a textual answer, select only a single option, one or more options when answering the question;

- *Required* – the question will be mandatory (displayed with an asterisk) in the storefront;



Editing question

In the tab **Answers** a list of all possible answers to the question is given:

- *Position* - position of the answer in a list (ordinal number);

- *Answer text* – answer to the question;

- *Text box* – if ticked off, additional text box is displayed for the answer in the storefront.

In you make any changes click on the Save button. To cancel the performed changes click on the cancel link.

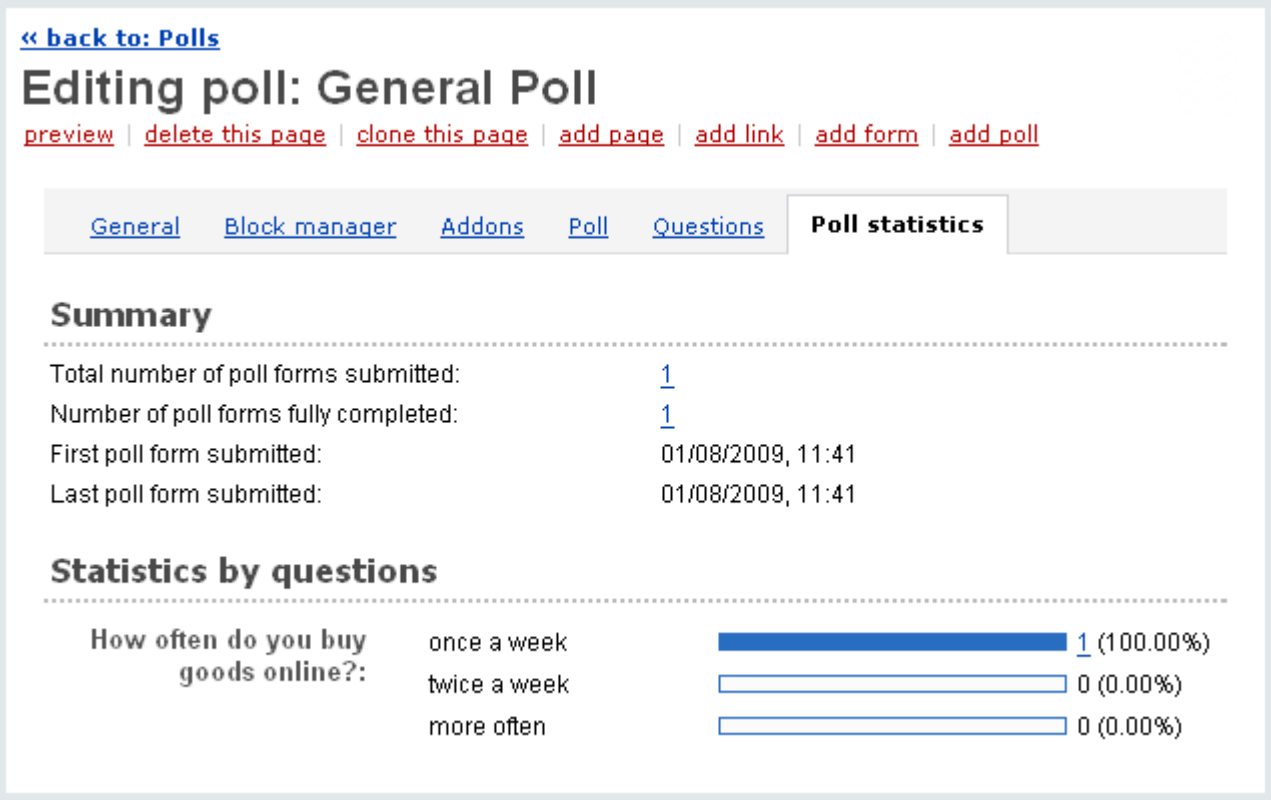
The form allows bulk addition of answers.

To add a new row with empty fields to the section, click on + .

To add a new row with identical values to an existing one ("clone" link), click on .

To delete a row, click on × . (You can delete all the entries except the last one.)

The poll statistical data is given in the **Poll statistics** tab.


« back to: Polls
Editing poll: General Poll
preview | delete this page | clone this page | add page | add link | add form | add poll
General
Block manager
Addons
Poll
Questions
Poll statistics
Summary
Total number of poll forms submitted: 1
Number of poll forms fully completed: 1
First poll form submitted: 01/08/2009, 11:41
Last poll form submitted: 01/08/2009, 11:41
Statistics by questions
How often do you buy goods online?:
once a week 1 (100.00%)
twice a week 0 (0.00%)
more often 0 (0.00%)

Poll statistics

In the section **Summary** the following data is given:

- *Total number of poll forms submitted* - the number of poll forms submitted in the storefront;
- *Number of poll forms fully completed* - the number of fully completed poll forms;
- *First poll form submitted* - date and time when the first form was submitted;
- *Last poll form submitted* - date and time when the last form was submitted.

The values of **Total number of poll forms submitted** and **Number of poll forms fully completed** are links. By clicking on them you will open a pop-up section with the following information:

- *Date* - date and time the form was submitted;
- *User* - name of the user who submitted the form;

- *IP* - IP address of the user who submitted the form;
- *Completed* - whether the form was fully completed.

To remove information about a poll click on × mark of the poll you want to delete.

Each customer will be able to complete a poll only once. This is tracked by IP addresses.

The questions of the poll, all answers to these questions and percentage ratio of the answers are shown in the **Statistics by questions** tab.

The **View answers** link is displayed after the answer if it presupposes customer's comments. Click on the link and you will be able to view comments given by the customer and date and time they were posted.

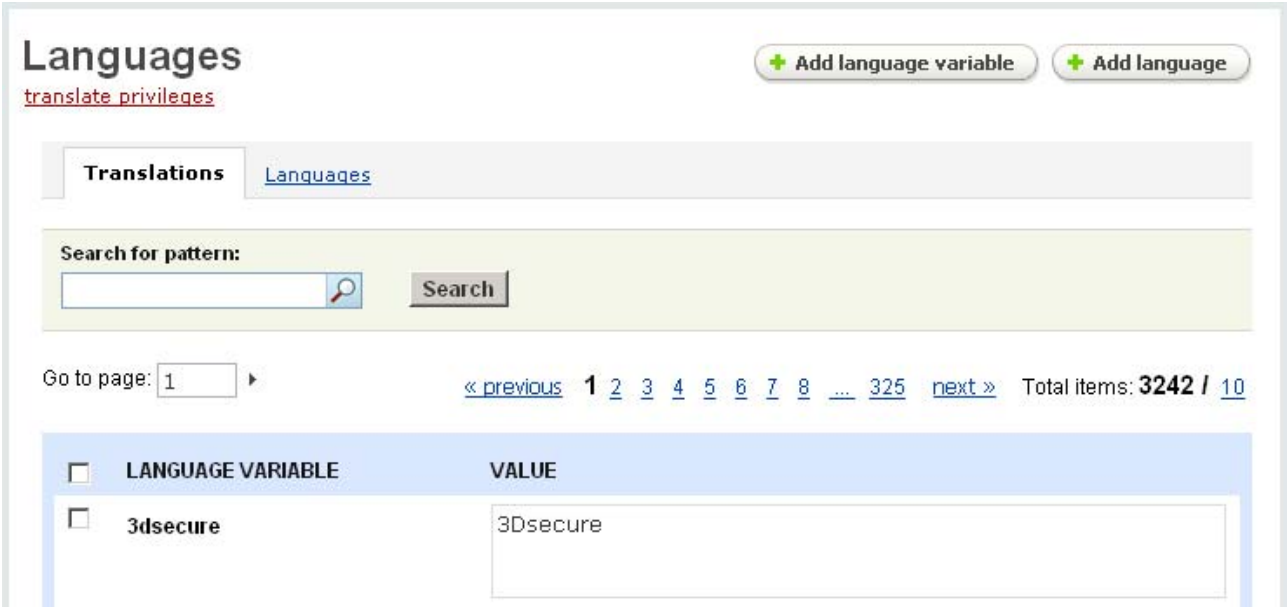
5.8.2 Languages

The CS-Cart software includes the ability for users to translate text labels into their own languages. It could be achieved by assigning values to the language variables.

Specifying the available languages could be done by using the '**Languages**' form.

This form contains two tabs:

- **Translations**;
- **Languages**.



Translations

A list of language variables is presented in the **Translations** tab. The data is given in a table with the following columns:

- *Select column* – selects the language variable;
- *Variable* – name of the language variable (it is used in .tpl files);
- *Value* – value of the language variable (value that is displayed in the administration panel and customer area).

You can change the number of language variables displayed per page as explained in the chapter **Administration->Settings->Appearance>Elements per page**.

There is an ability to go directly to the desired page. Just enter the number of the page in the 'Go to page:' field and click on the ▸ mark.

To set language variables:

- select the description language in the dropdown box in the top left corner (the dropdown box is displayed only if two or more languages are defined in the store);
- set the language variables in the corresponding '*Value*' fields;
- click on Save.

To search for language variables using the search section:

- enter the name of language variable in the '*Search for pattern*' field;
- click on Search.

To delete a language variable:

- place a check mark in the Select box for the language variable you want to delete;
- click on Delete selected.

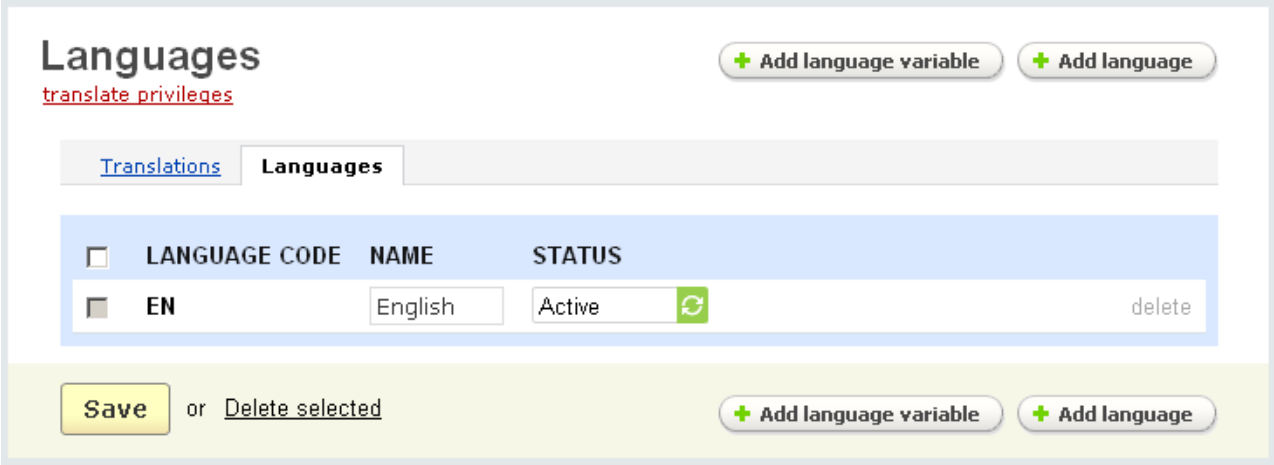
You can **add a new language variable** using the '**Add language variable**' button. In the pop-up section enter the name of a language variable and its value and click on the Create button.

This section supports bulk addition.

To add a new row with empty fields to the section, click on +.

To add a new row with values identical to an existing one ("clone" row) click on .

To delete a row, click on × . (You can delete all the rows except the last one.)



Languages

In the '**Languages**' tab a list of all defined languages is given. The list is represented as a table with the following columns:

- *Select column*;
- *Language code* - two-letter code assigned to the language;
- *Name* - name of the language;
- *Status* - status of the language (Active - available in the storefront, Disabled - unavailable in the storefront).

To modify the values of the listed parameters (*language name*, *status*):

- set the desired values in the appropriate fields.

- click on Save.

If you do not need the English language to be displayed in the drop-down menu, be sure that there is at least one other language in a language list except English before you change the status of the English language to '*Disabled*'.

To add a new language use the + Add language button:

- enter the desired information in the '**Add language**' pop-up section;

- click on Create.

To delete a language:

- place a check mark in the Select box for the language you want to delete;
- click on Delete selected.

You cannot delete the English language.

There is the link translate privileges under the page title. Following this link you will be able to translate the privileges (access privileges of the administrators).

5.8.3 Tags

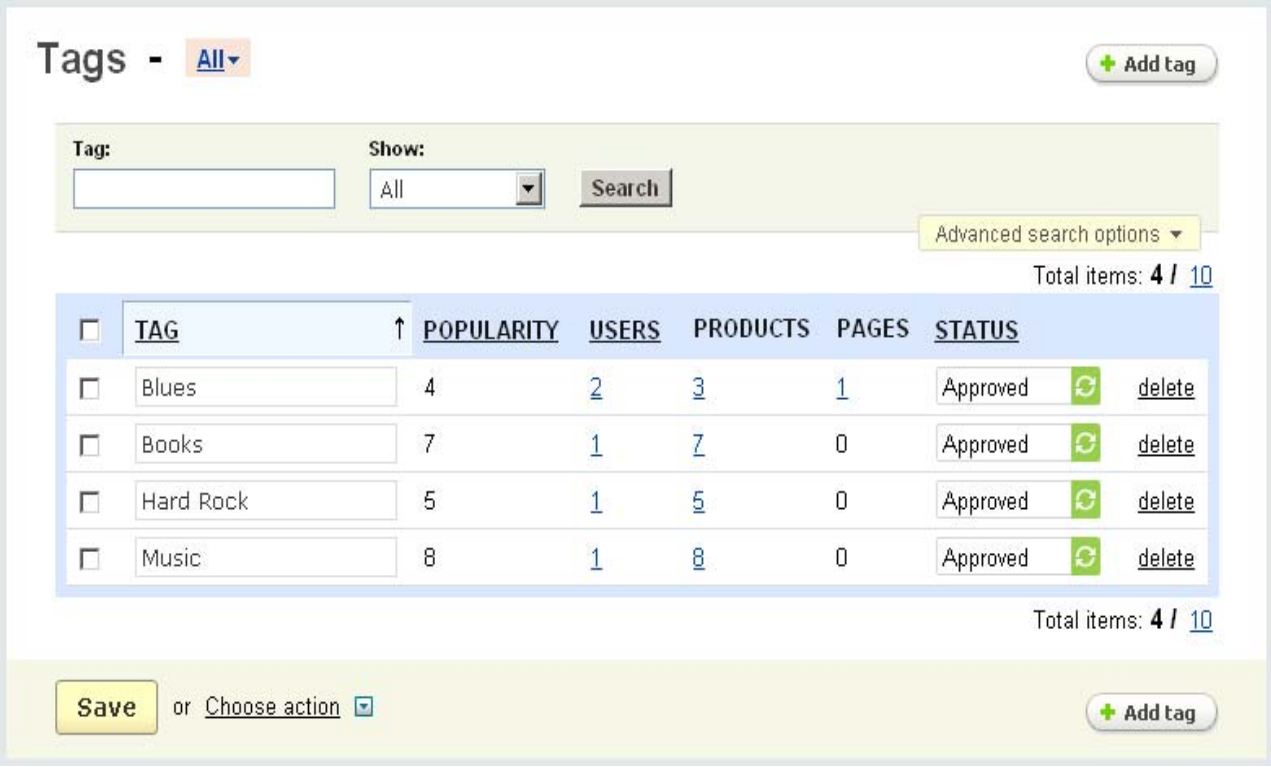
The **Tags** addon allows you to give products or categories different 'tags'. These tags are like free-form keywords or labels that you add to an item make it easier to find it later. Tags help to group items that have something in common.

All the tags, defined by the store administrator, are displayed alphabetically in the **Tag cloud** side box of the storefront and are links to the products or pages they are assigned to.

To display **Tag cloud** side box in the customer storefront it is necessary that a block with the content *Tag cloud* is defined on the **Blocks** page **(Design->Blocks)**.

Customers also can create their own tags for the store products and pages, that will be shown in a separate box **My tag cloud**. Besides, next to the tag customers will see the number indicating the number of items to which the tag is assigned.

To display **My tag cloud** side box in the customer storefront it is necessary that a block with the content *My tag cloud* is defined on the **Blocks** page **(Design->Blocks)**.



Tags

Here is given a complete list of tags created in the store both by customers and administrators. The list is represented as a table with the following columns:

- *Select column*;
- *Tag* – name of the tag;
- *Popularity* - number of items (products and pages) to which the tag is assigned;
- *Users* - number of users who added this tag;
- *Products* - number of products to which the tag is assigned;
- *Pages* - number of pages to which the tag is assigned;

- *Status* – status of the tag (approved/disapproved/pending). The tags added by the administrator get the status **Approved** automatically.

You can use the search section to display tags only of the necessary status (*Approved, Disapproved* or *Pending)*.

If you make some changes click on the Save button.

To delete a tag:

- check the necessary tag;
- click on the Choose action link and select **Delete selected**;

or

- use the delete link of the tag.

To disapprove a tag:

- check the necessary tag;
- click on the Choose action link and select **Disapprove selected**.

To approve a tag:

- check the necessary tag;
- click on the Choose action link and select **Approve selected**.

5.8.4 Site News

In this section you can set up site news which will be shown in the '**Site news**' box in the storefront.

You can disable the '*Site news*' option by changing the status of the '**News and e-mails**' addon to **Disabled** (**Administration->Addons->News and e-mails**).

The news are managed using the '**News**' dialog box, which contains a list of all added news.

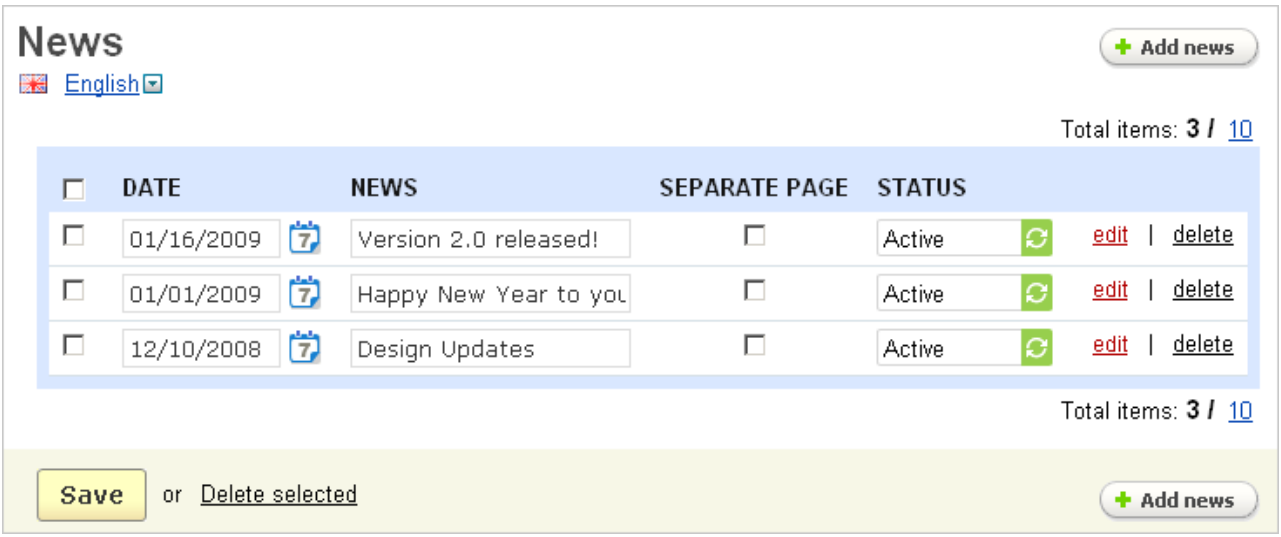
The list of all added news is represented as a table consisting of the following columns:

- *Select column*;
- *Date* - date the news was added;

- *News* - the news header;

- *Separate page* - if it is ticked off then the news will be displayed on a separate page;

- *Status* - status of the site news (Active - available in the storefront, Disabled - unavailable in the storefront).



Site news

To delete a news item:

- click on the delete link of the item.

To delete several news items:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

To add a news item, use the + Add news button, a pop-up section will appear where you should fill in the following fields:

- *Name* - the news header;

You cannot add news without entering the header.

- *Description* - text of the news article that is displayed on the **Site news** page in the storefront;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor.

- *Date* - date the news item was added;

- *Show on separate page* - put a tick mark if you want the news to be displayed on a separate page;

- *Comments* - here you can enable discussion about the news. You can allow communication, rating or both rating and communication;

- *Status* - status of the news (Active or Disabled).

When you have entered the desired data into the appropriate fields, click on Save to add the news.

SEO names are automatically defined for news in the **Addons** tab. A standard SEO name is the name of the news with spaces replaced by hyphens. SEO names can be changed according to your wish and, what is more, a separate SEO name can be defined for each language of the store.

The **SEO** addon must be enabled in **Administration->Addons** to be able to define SEO names.

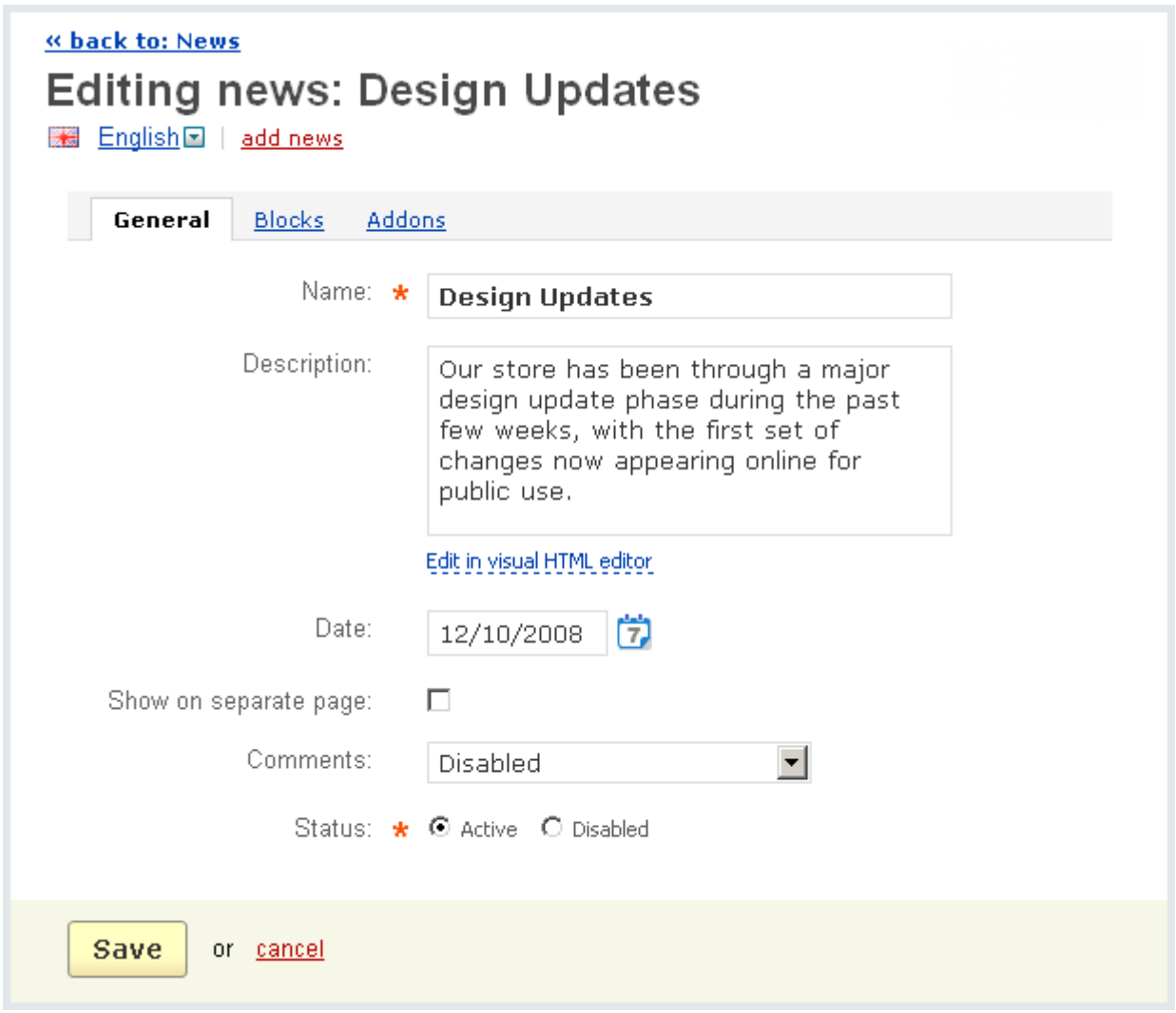
Once the news item is added, there appears the '**Blocks**' tab. The blocks that were created in the **News** tab in **Design->Blocks** are represented there. To enable the necessary block, tick off the '**Enable for this page**' check box.

Items of the block are displayed in the **Listed items** section. If the block is filled *manually,* follow the +Add ... link, choose necessary items in the pop-up section and add them to the **Listed items** section.

To edit the parameters of a news item, use the edit link in its row:

- enter the desired information into the appropriate fields;

- click on Save .



Editing news

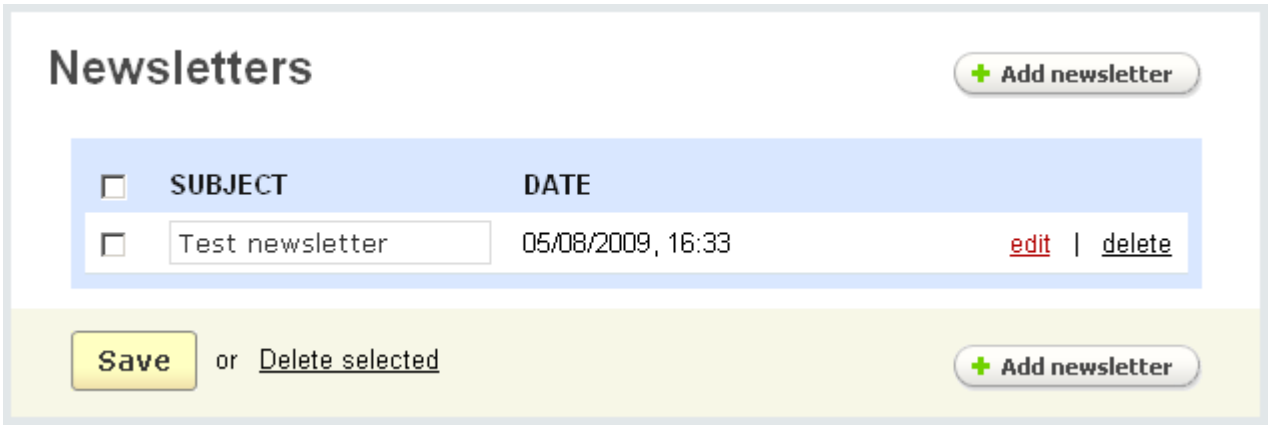
5.8.5 Newsletters

Using this menu item you can send newsletters to different users. For example, you can send site news to news subscribers.

You can disable the '*Newsletters*' option by disabling the '*News and e-mails*' addon using the path **Administration->Addons->News & e-mails**.

If you want customers to be able to sign up for the store newsletters, it is necessary that a block with the content *Mailing lists* is defined on the **Blocks** page **(Design->Blocks)**.

You can manage newsletters using the '**Newsletters**' form.



Newsletters

The form contains a list of all newsletters. The list is represented as a table consisting of the following columns:

- *Select column* - selects newsletter;
- *Subject* - subject of the newsletter;
- *Date* - date and time when the newsletter was sent.

To delete a newsletter:

- click on the delete link of the newsletter.

To delete several newsletters at a time:

- tick off the check boxes opposite the entries you want to delete;
- click on Delete selected.

To edit a newsletter use the edit link and in the pop-up section change the necessary parameters.

To add a newsletter, use the + Add newsletter button and in the pop-up section fill in the following fields:

- *Subject* - subject of the newsletter;

You cannot add a newsletter without entering its subject.

- *Random subjects (one per line)* - define several subjects and then subject for each e-mail will be randomly picked from this list;
- *Plain text body* - message in clear-text readable form;
- *HTML body* - newsletter body in HTML format;

This field also contains tools for text editing. If you want to use them, click on Edit in visual HTML editor .

The following variables can be used in the HTML body:

%UNSUBSCRIBE_LINK

%SUBSCRIBER_EMAIL

%COMPANY_NAME

%COMPANY_ADDRESS

%COMPANY_PHONE.

They will be automatically changed to the values defined in the settings.

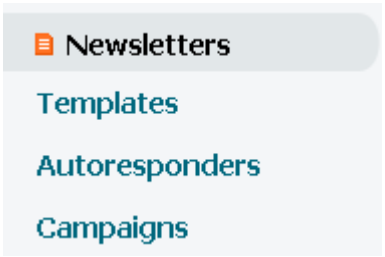
- *Template* - load one of the existing newsletter templates if necessary;
- *Campaign* - select a campaign to which this newsletter is applied;
- *Status* - Active or Disabled;
- *Mailing lists* - choose a mailing list for the newsletter (the subscribers of the chosen mailing list will receive the newsletter);
- *Users* - add subscribers from the list of store users by following the link **+Add subscribers from users**;
- *Send to test e-mail* - enter an e-mail and do a test mailing by clicking on the Send button.

To save the newsletter and its settings, click on the Create button.

To save the newsletter settings and send it to the specified e-mail addresses, click on the Save and send button.

To cancel the changes click on the cancel link.

On the **Newsletters** page you can create newsletter templates (pattern that can be used in your future newsletters), campaigns for newsletters and autoresponders.



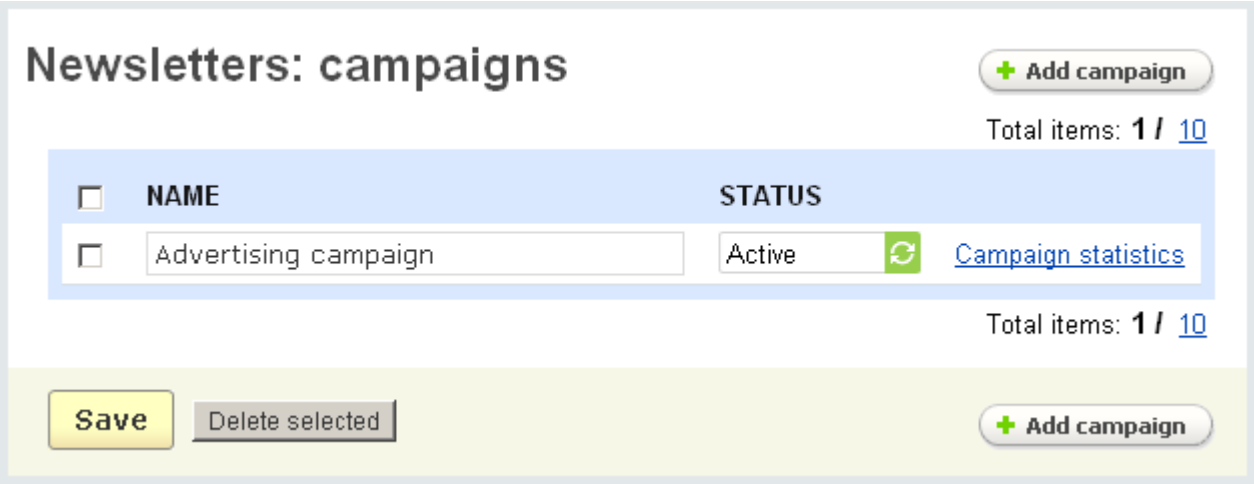
To add a newsletter template open the **Newsletter templates** page by clicking on the **Templates** link on the right of the page and use the + Add template button.

To add an autoresponder open the **Newsletter autoresponders** page by clicking on the **Autoresponders** link on the right of the page and use the + Add autoresponder button. The created autoresponders can be assigned to mailing lists. For more details refer to the **Mailing lists** chapter.

Click on the **Campaigns** link on the right of the page and you are taken to the page with a list of all campaigns carried on in your store.

This feature can considerably simplify managing store newsletters as any newsletter can be assigned to a campaign. So this makes it easy to keep track of all the newsletters.

Also, on the **Campaigns** page you will be able to view the campaign statistics (newsletters of the campaign and the number of clicks on the links in the newsletters).



Campaigns

The name of the campaign and its status are presented on the page.

To delete a campaign tick it off and click on the Delete selected button.

To add a new campaign use the Add campaigns button.

To save the changes in the database click on the Save button.

To cancel the changes click on the cancel link.

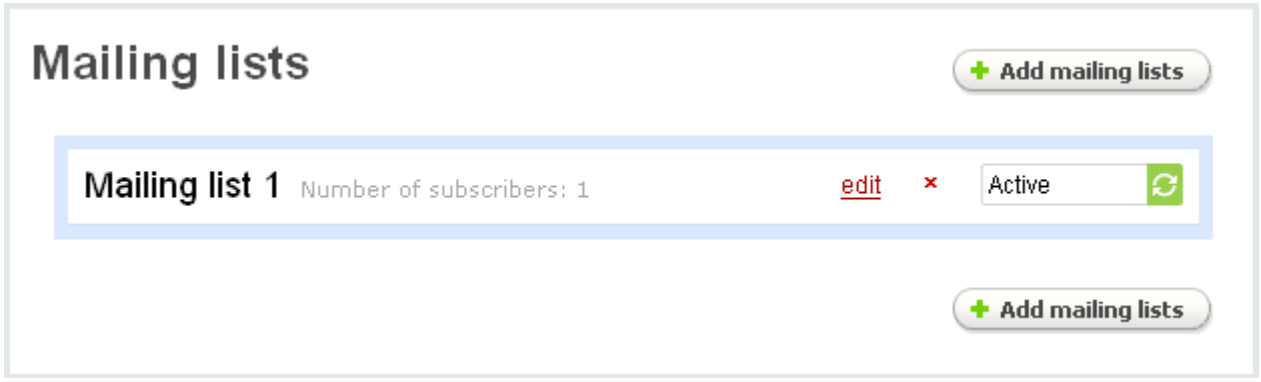
By following the Campaign statistics link you go to the page where the newsletters assigned to the campaign are listed. Also there you will see the number of clicks made by customers on the links of these newsletters.

5.8.6 Mailing lists

Mailing list is a register of names and addresses to which advertising matter of the store is sent by electronic mail.

The '**Mailing lists**' feature allows you to build mailing lists for your store. It gives the ability to group your store subscribers.

On the page you see all the existing mailing lists, the number of subscribers who is signed for them and their statuses.



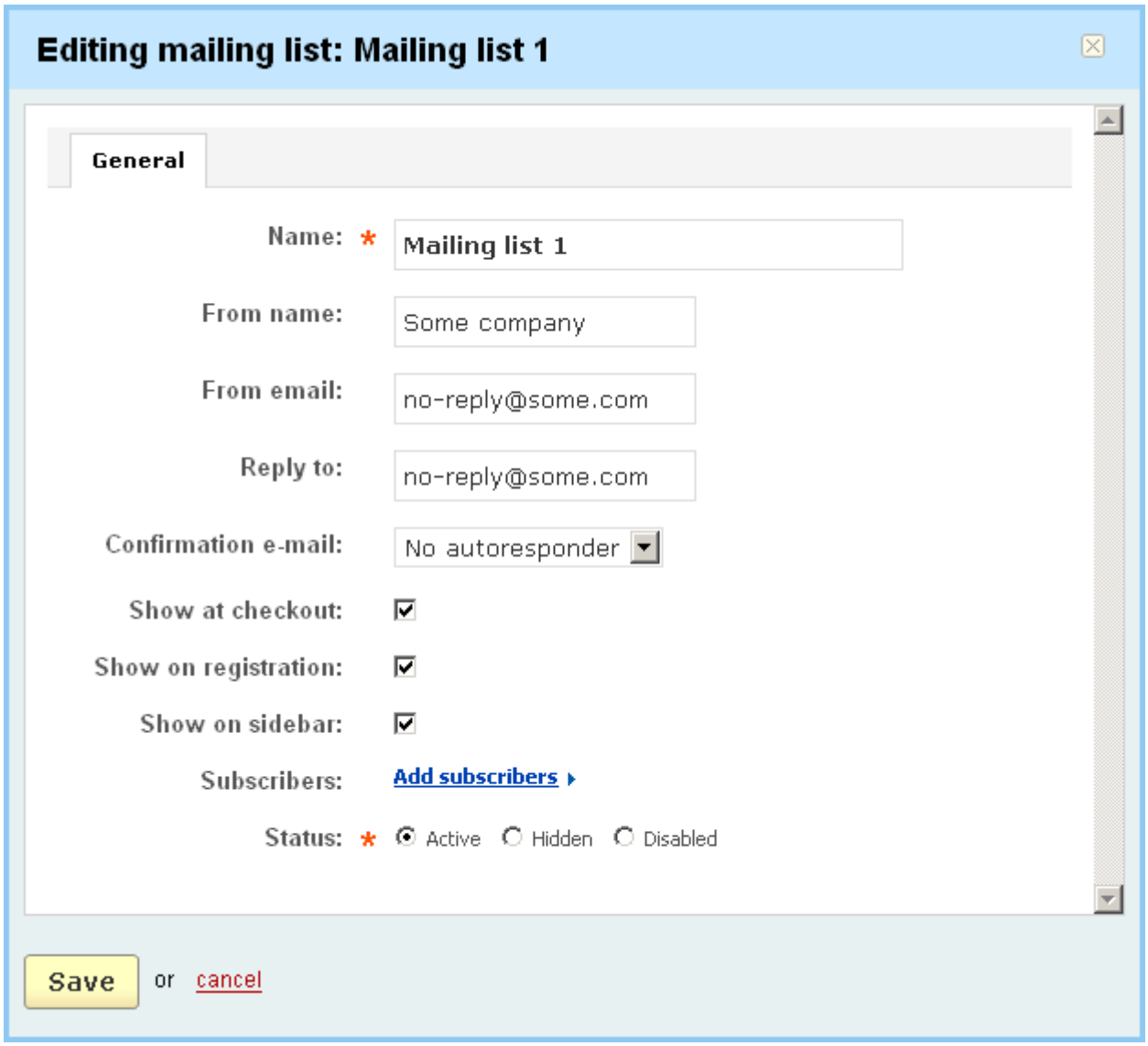
Mailing lists

To edit a mailing list, click on the edit link. You will see the following parameters to edit:

- *Name* – name of the mailing list;
- *From name* – name of the sender (e.g. company name);
- *From email* – e-mail of the sender;
- *Reply to* – e-mail to which replies are sent;
- *Confirmation e-mail* – choose an autoresponder for this mailing list (e.g. it can be sent to confirm subscriptions or unsubscriptions, etc.)

Learn how to create autoresponders in the chapter **Content->Newsletters**.

- *Show at checkout* – tick off to display subscription to the mailing at checkout;
- *Show on registration* – tick off to display subscription to the mailing during registration;
- *Show in the "Mailing lists" box* – tick off to display subscription to the mailing in a separate side box in the storefront;
- *Subscribers* – following the **Add subscribers** link, you will be taken to the **Subscribers** page, where you will be able to add a subscriber or sign up someone from the store users;
- *Status* – status of the mailing list (Active, Hidden or Disabled).



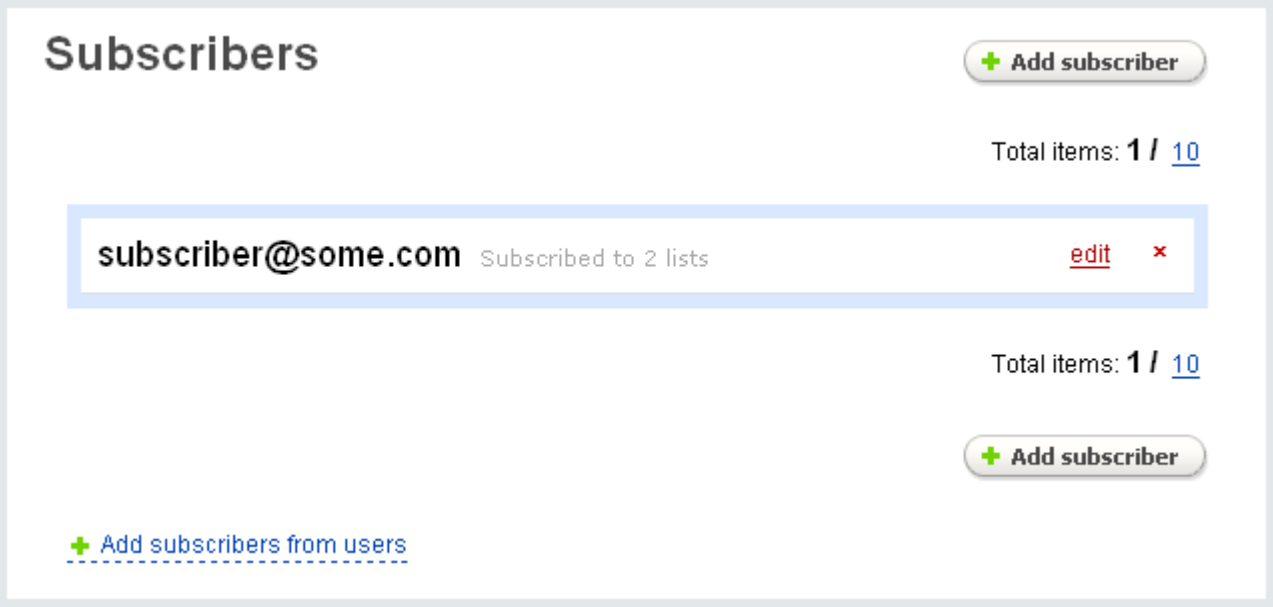
Editing mailing list

To delete a mailing list click on × mark.

To add a new mailing list click on the + Add mailing lists button.

5.8.7 Subscribers

Any registered or unregistered users of your shop can subscribe to the news by entering their e-mail in the appropriate field of the '**Mailing lists**' box in the storefront.



Subscribers

On this page a complete list of subscribers is given. The subscribers are listed in the order they were added to the list. Their e-mail addresses are given and then follows the information about the number of mailing lists they are signed up for.

You can disable the '*Subscribers*' option by changing the status of the '*News and e-mails*' addon to **Disabled** (**Administration->Addons->News & e-mails**).

To edit the subscriber information, click on the edit link.

- *E-mail* – e-mail address of the subscriber;
- *Registered* – date and time when the subscriber was signed up for the mailing list

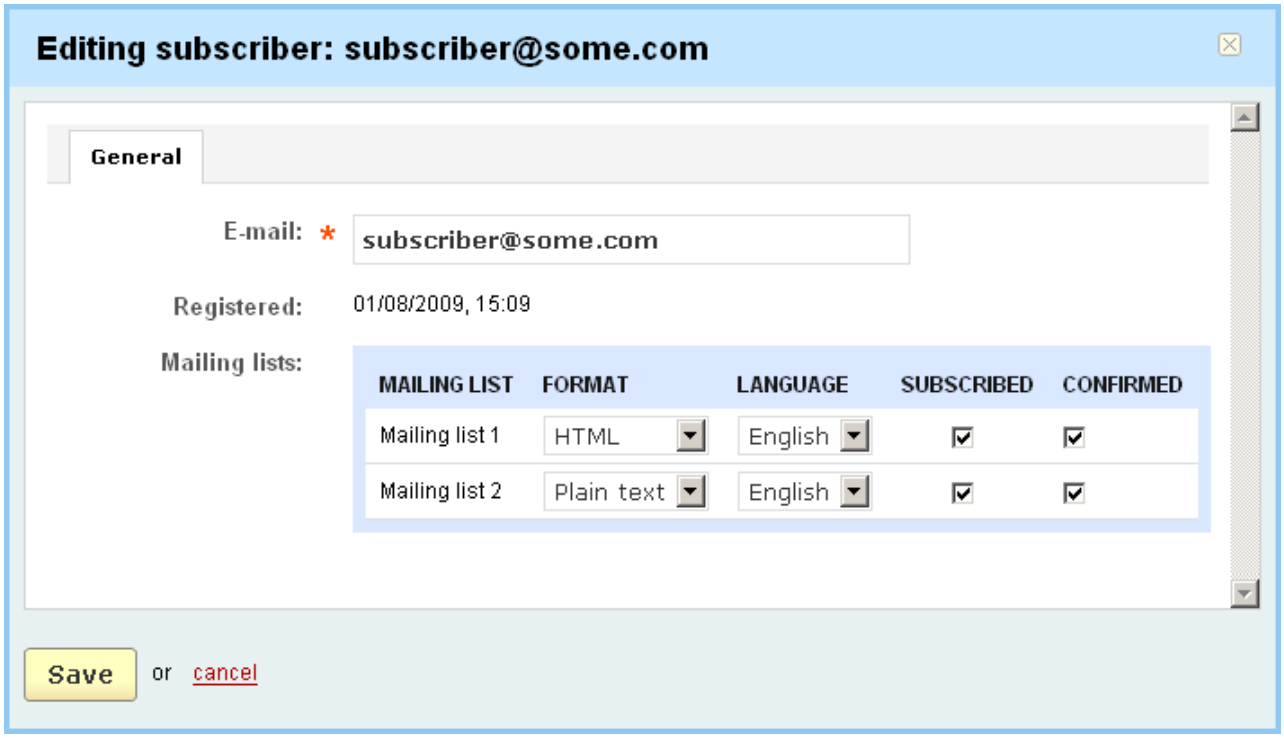
Mailing lists*:*

- *Mailing list* – name of the mailing list;
- *Format* – format of the letter (plain text or HTML);
- *Language* – language in which letters are sent;

You can create newsletters using different languages. So a subscriber will receive newsletters written in his native language. For more information see the chapter **Content->Newsletters**.

- *Subscribed* – if ticked off, then the subscriber is signed up for the mailing list;

- *Confirmed* – if ticked off, then the subscriber is approved by the store administrator.



Editing subscriber

To delete a subscriber:

- click on × mark of the subscriber you want to delete.

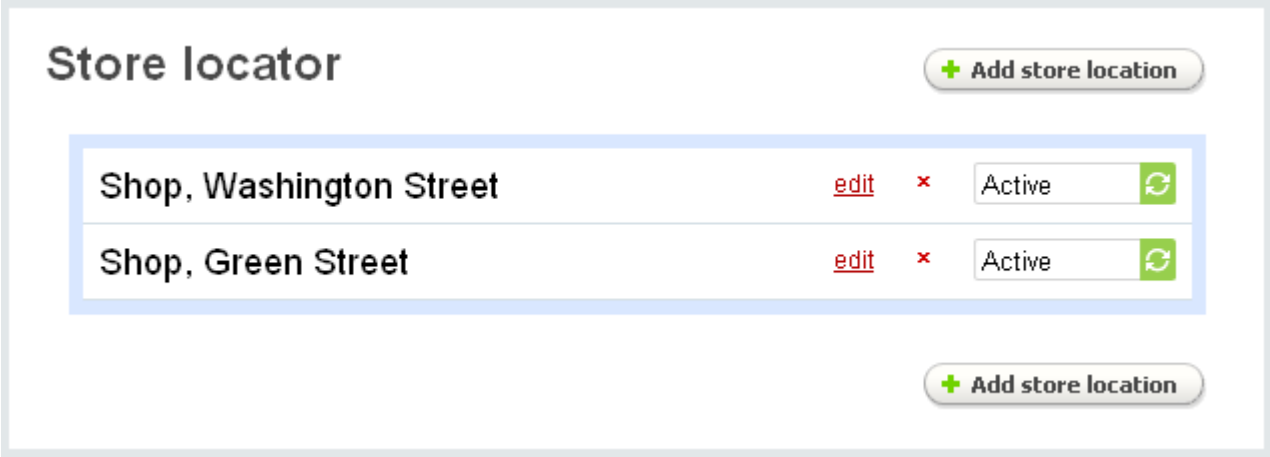
To add a new subscriber, use the + Add subscriber button.

To add a new subscriber from the list of the store users, follow the link **Add subscribers from users**.

5.8.8 Store locator

This feature allows you to indicate all your store locations on a Google map. This map will be available for your customers and they will be able to choose the point of sale that is e.g. the nearest to their places.

To display the **Store locator** side box in the customer storefront it is necessary that a block with the content *Store locator* is defined on the **Blocks** page **(Design->Blocks)**.



Store locator

To be able to do this first you need to get a Google Map account and a Maps API key. Enter your Google key in the settings of the **Store locator** addon (**Administration->Addons**) and set coordinates of the points of sale on this page.

A list of all created store locations is presented on the page. Names of locations and their statuses (Active or Disabled) are given in the list.

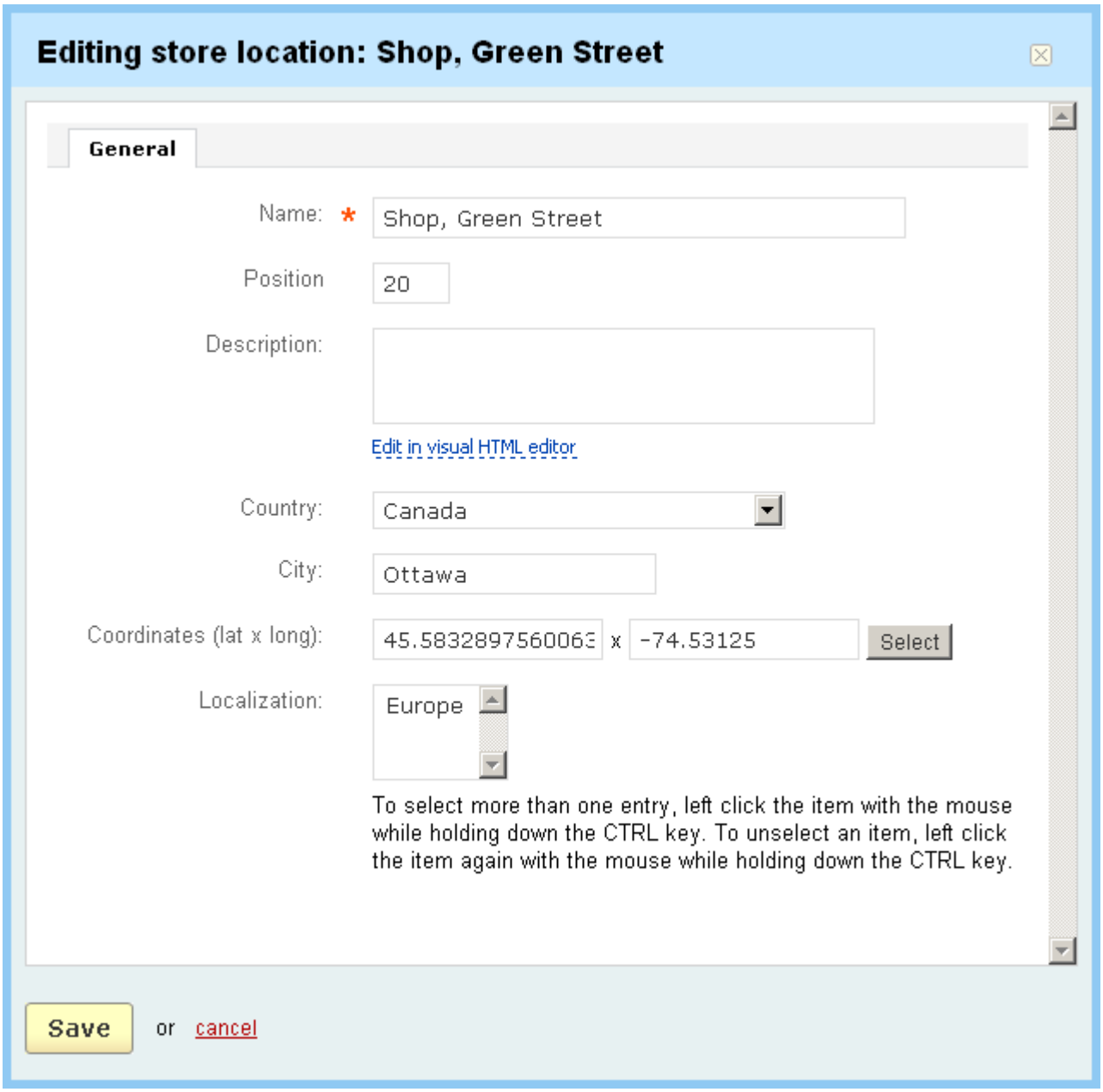
To delete a store location click on × mark of the entry you want to delete.

To edit a store location click on the edit link. In the appeared pop-up section you will be able to edit the following parameters:

- *Name* – name of the store location;
- *Position* – ordinal number in the list;
- *Description* – description of the store location;
- *Country* – country where the store is located;
- *City* – city in which the store is located;

- *Coordinates (lat x long)* – set coordinates (latitude and longitude of the location). You can click on the Select button and set the coordinates on the Google map;
- *Localization* - select localization(s) for which the store location will be displayed.

The '**Localization**' field is displayed only if at least one item is defined in **Shipping / taxes->Localizations.**



Editing store location

To add a new store location click on the

button and fill in the necessary fields in the pop-up section **Add store locations**.

5.8.9 SEO rules

This is one more feature allowing to make your store URLs more friendly for search engines, namely simplify URLs and make them shorter. Moreover, with the provided multi-language support, your shopping cart will be indexed by web crawlers in different languages.

Here you can change URLs for different pages of the store. Just define which URL should be edited and enter a new value for it. For instance, **events.search** can be replaced with **events** in the URL http://www.domain.com/index.php?dispatch=events.search. Such replacements are called SEO rules.

Some SEO rules are already listed on the page. Their new names are generated automatically by replacing dots and underscores with hyphens (for example, **profiles.add** is replaced with **profiles-add**).

The following information is given on the page:

- *Select column*;

- *Replace for* - part of the URL that will indicate a replacement (e.g. auth.login_form for the URL http://www.domain.com/index.php?dispatch=auth.login_form);

- *Name* - the value to which the standard URL will be changed. (e.g. **login** for **auth.login_form**).

To delete an entry from the table, click on delete of the entry you want to delete.

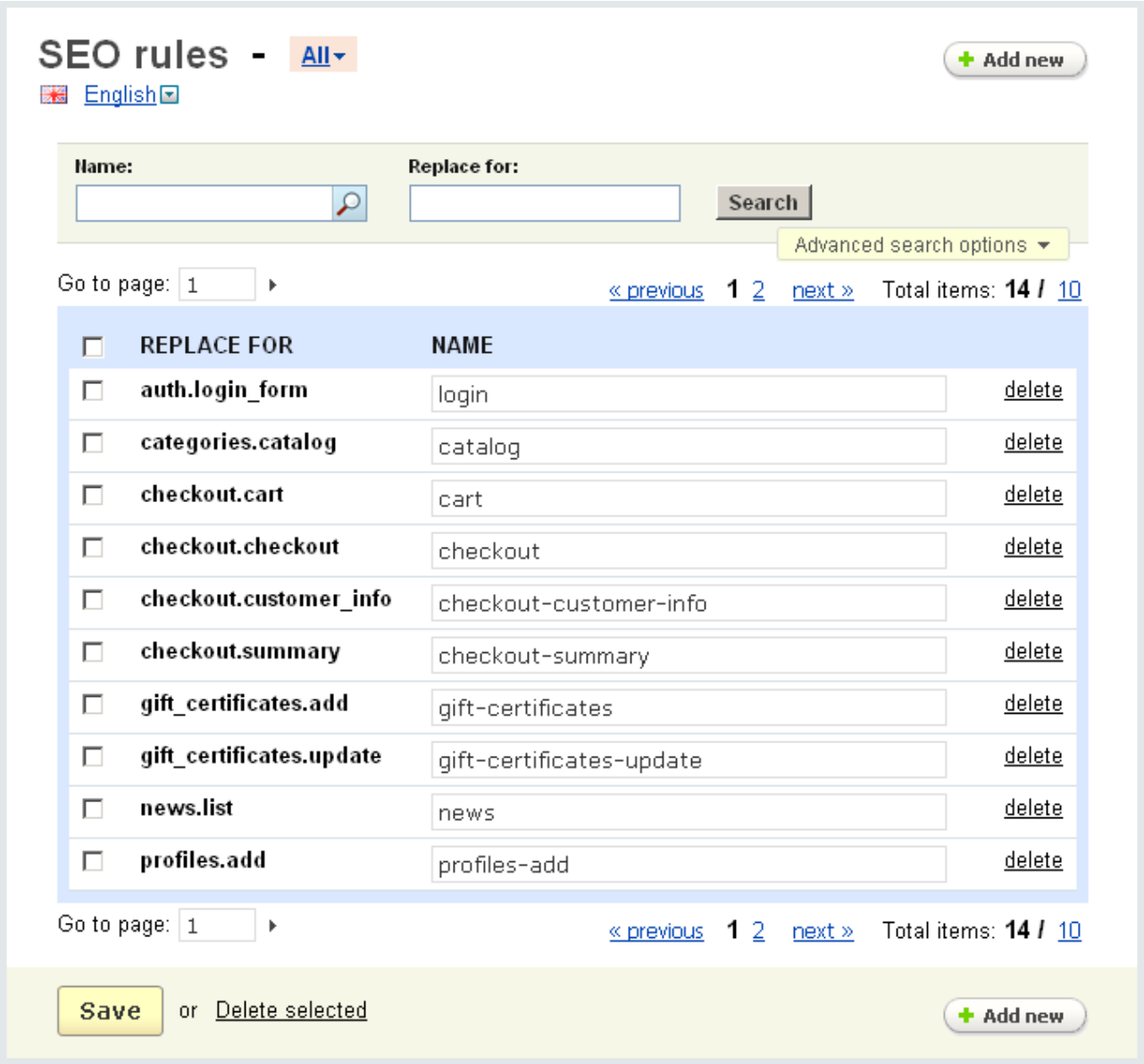
To delete several entries at once:

- tick off several entries;

- click on Delete selected.

To add a new entry, click on the **Add new** button, specify the necessary values in the pop-up window and click on

.



SEO rules

If your CS-Cart based store uses several languages, SEO rules can be defined for each language individually. You just need to select the necessary language under the name of the page (above the search section) and specify new values for their URLs.

By default, URL values will be formed in the following way: the values defined for the base language followed by a hyphen and a language code (two-letter code specified for the language in the admin panel).

5.8.10 Banners

Here is given a list of banners that can be displayed in the store. The list is represented as a table with the following columns:

- *Select column*;
- *Banner* – name of the banner;
- *Type* – type of the banner (Graphic banner or Text banner);
- *Status* – status of the banner (Active - the banner is displayed in the storefront, Disabled - the banner is not available in the storefront; Hidden - the banner can be accessed by customers only by the direct link).

Follow the link banners statistics to view statistical data on how many times banners were viewed and clicked on.

To delete a banner:

- place a check mark in the Select column of the banner you want to delete;
- click on Delete selected.

To add a new banner use the + Add banner button, enter the necessary parameters in the pop-up section and click on Save.

Click on the edit link to edit the following banner parameters:

- *Name* – name of the banner;
- *Type* – whether it is a graphic banner or a text banner;
- *Image* – banner image;

You can download the image from your local computer, from your server or type the URL to the image. Here you can also define an alternative text for the image.

- *Open in a new window* – if ticked off, the banner link will open in a new window;
- *URL* – URL to which the banner will redirect;
- *Created date* – date of banner creation;
- *Status* – status of the banner.

To save the changes click on Save button. To cancel the changes click on the cancel link.

5.8.11 Comments and reviews

Here you can view all the existing posts on products, categories, orders, news, gift registry, topics, pages, etc. and find the necessary one by using the search pattern.

The **Comments and reviews** link is displayed in the side box if the **Comments and reviews** addon is enabled in **Administration->Addons**.

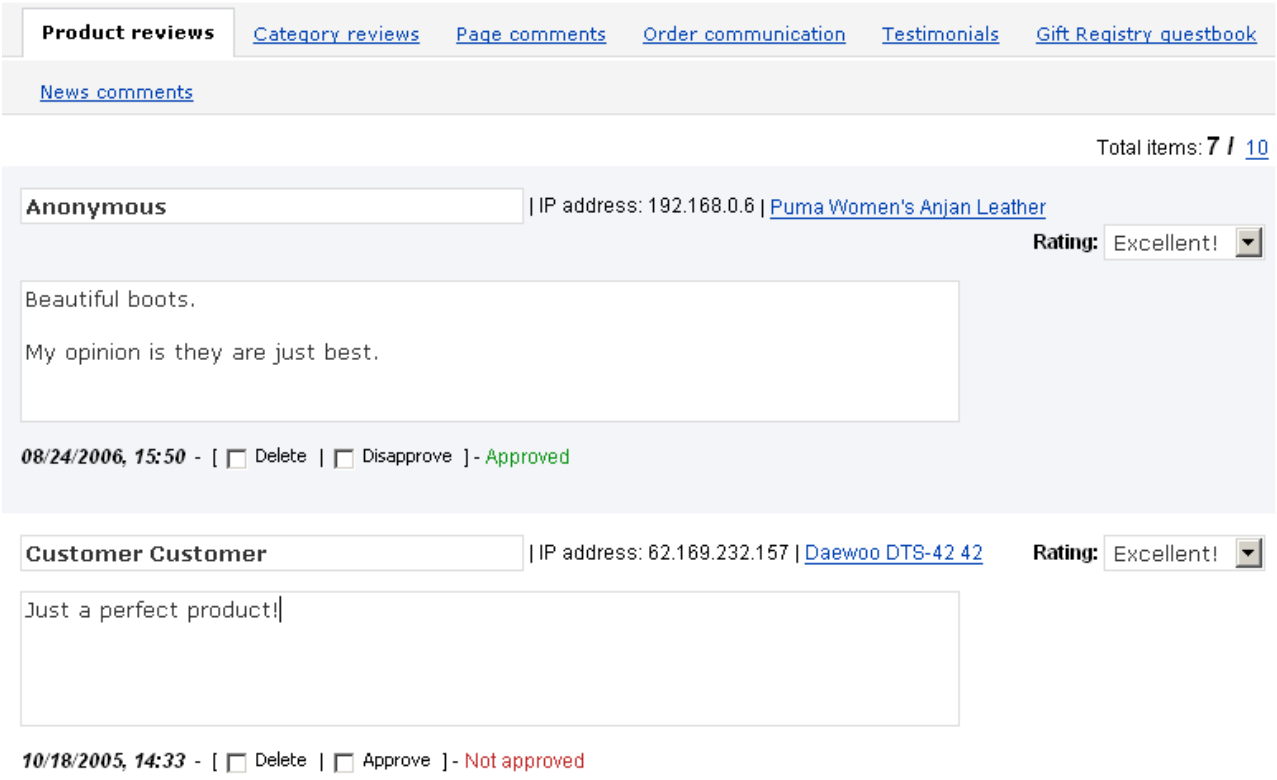
Search section

In the search pattern you can search for the posts by author of the message, the message text, type of discussion (whether it is rating, communication or both rating and communication), rating.

To make the search results more accurate click on **Advanced search options**. You will be able to specify IP address of the author, the period of search (choose any of the defined periods or define the period by yourself) and specify whether the post is approved or not.

Also you can specify the way the search results will be displayed. Using the '**Sort by**' option you can choose among 4 parameters (Author, Approved, Date, IP address) by which the results will be sorted and specify the way of sorting (ascending or descending). For example, if you choose 'Author' and 'desc.', the search results will be sorted by *author* in descending order, i.e. in alphabetical order.

Moreover, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.


Product reviews
Category reviews
Page comments
Order communication
Testimonials
Gift Registry guestbook
News comments
Total items: 7 / 10
Anonymous
| IP address: 192.168.0.6 | Puma Women's Anjan Leather
Rating: Excellent!
Beautiful boots.
My opinion is they are just best.
08/24/2006, 15:50 - [Delete | Disapprove] - Approved
Customer Customer
| IP address: 62.169.232.157 | Daewoo DTS-42 42
Rating: Excellent!
Just a perfect product!
10/18/2005, 14:33 - [Delete | Approve] - Not approved

Comments and reviews

The page is represented as a set of tabs: Product reviews, Category reviews, Page comments, Order communication, Testimonials, Gift Registry guestbook, New comments. The names of tabs correspond to the content. For example, in the '**Product reviews**' tab all reviews about products are displayed.

Let's see the **Product reviews** tab. The following information is given for each review:

- *Author* - author of the review;
- *IP address* - author's Internet Protocol address;
- *Product* - product about which the review was posted;
- *Review* - review about the product (if it is presupposed by the type of communication);
- *Rating* - rating of the product (if it is presupposed by the type of communication);
- *Date* - date and time of creation;
- The '*Delete*' check box;
- The '*Approve'* or '*Disapprove*' check box - what check box is displayed depends on the current status of the review.

If you make any changes click on Save.

To delete a post from the list:

- tick off the 'Delete' check box of the entry you want to delete;
- click on Delete selected.

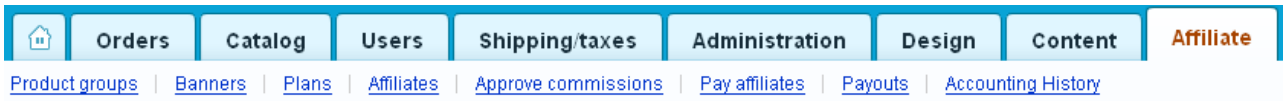
The '**Comments and reviews**' feature can be removed from the '**Content**' tab. You can do this in **Administration->Addons**.

5.9 Affiliate

The Affiliate addon is a built-in tool that provides the ability to promote your online store with no other software required. All you need to do is to place promotional banners with links to your store on your affiliates' sites. When customers click on the banner they are redirected to your store. CS-Cart automatically identifies the site which referred the customers and calculates the commissions for the affiliate if afterwards the customers buy some products. Commissions can be set as a percentage from the sales or a flat rate. The Affiliate addon allows you to create the 2nd, 3rd and 'n' tier commissions to reward your affiliates.

In an effort to advertise the store you can use text and graphical banners that can be attached not only to the store itself but also to a particular product, category, URL. Furthermore, this module gives you the ability to create banners displaying a single product or a set of products (they will be displaying one by one in a random way).

The use of the **Affiliate** addon presupposes the existence of a new user type - affiliate. Affiliates can register by themselves on the affiliate's authentication page. Every affiliate will have own **Affiliate plan** where you specify the commission rate, define the minimum amount of payment and the period during which the affiliate gains profit from the customer, etc. Thus you can set up the most favorable conditions for the most valuable affiliates.



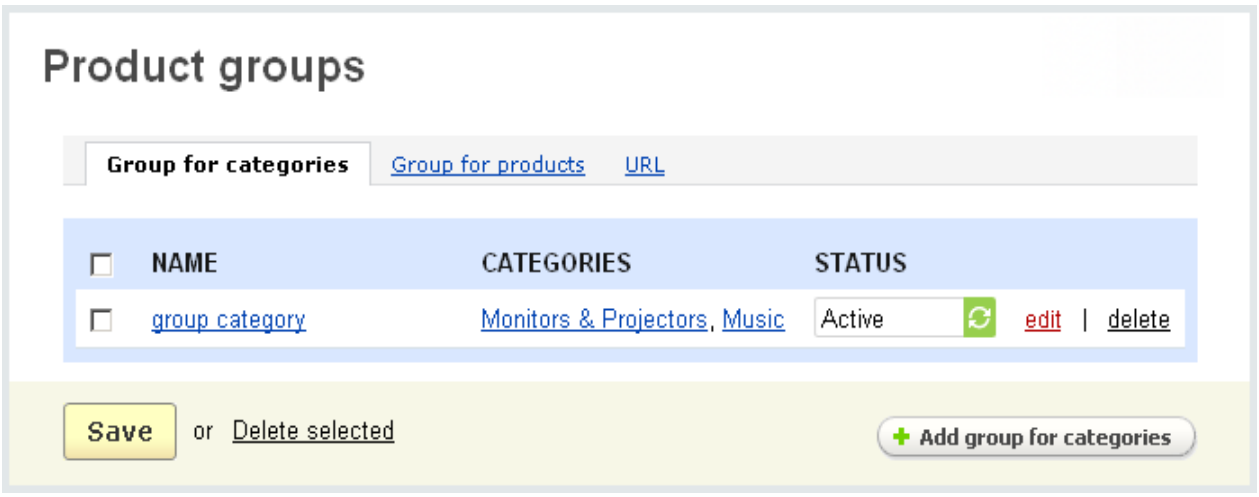
'Affiliate'

5.9.1 Product groups

On this page you can create the so-called '**Product groups**' consisting of different products, categories and URLs to which text and graphic banners can be attached later on.

There are three tabs on '**Product groups**' page:

- **Group for categories**;
- **Group for products**;
- **URL**.



Group for categories

In the '**Group for categories**' tab you see the following columns:
- *Select column*;
- *Name* - name of the group;
- *Categories* - URLs to the categories that constitute the group;
- *Status* - status of the group (Active or Disabled).

Click on Save if you make any changes.

To delete a group:
- click on the delete link of the group.

To delete several groups at a time:
- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

Using the section '**Add group for categories**' you can add a new group for categories. First you need to give the name of the group, then select categories for it and click on the Create button.

To edit the parameters of the existing group click on the edit link.

In the '**Group for products**' tab there are the following columns:

- *Select column*;
- *Name* - name of the group;
- *Products* - URLs to the products that constitute a group;
- *Status* - status of the group.

Click on Save if you make any changes.

To delete a group for products:

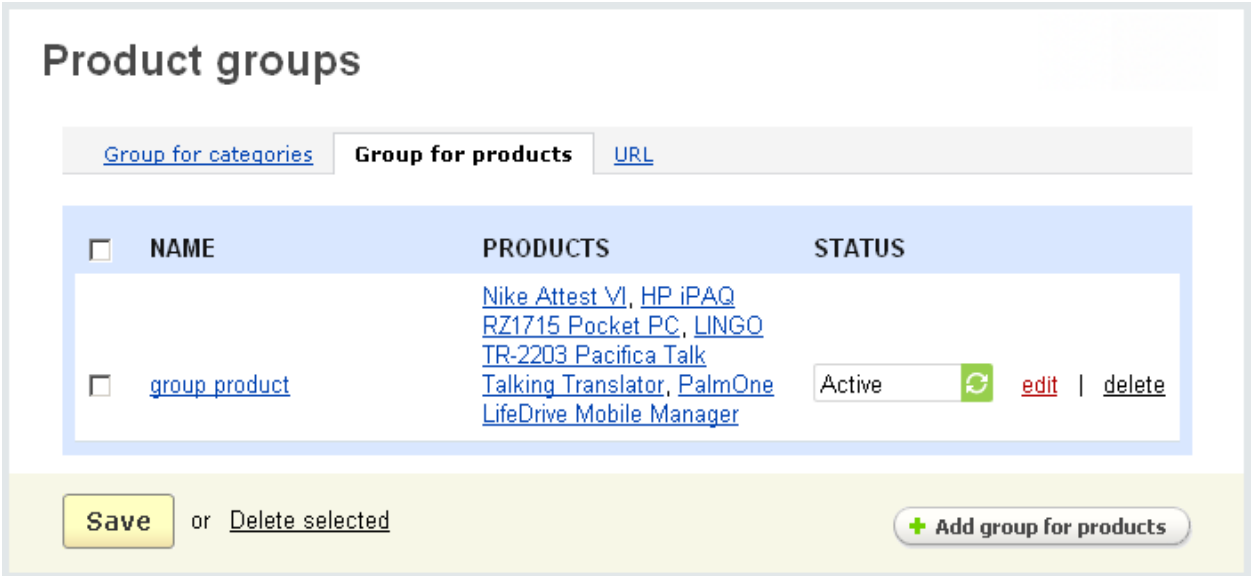
- click on the delete link of the group.

To delete several groups at a time:

- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

Using the section '**Add group for products**' you can add a new group for products. First you need to give the name of the group and define its status, then click on **+Add products**. The **Add products** pop-up section will appear on the screen. Select products for the group there and add them to the group.

To edit the parameters of the existing group click on the edit link.



Group for products

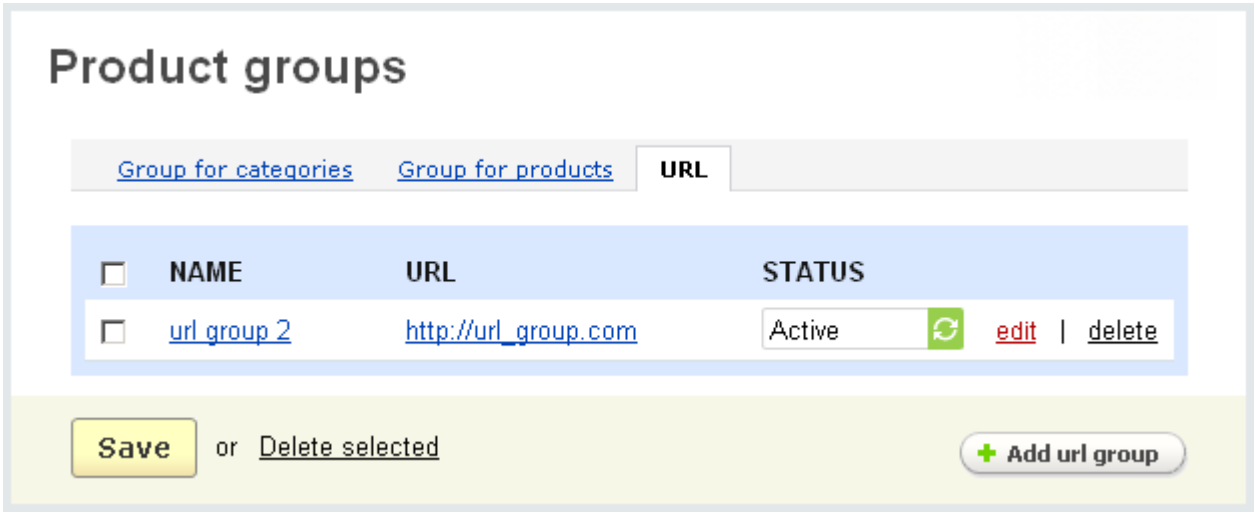
In the '**URL**' tab there are the following columns:
- *Select column*;
- *Name* - name of the group;
- *URL* - URL address;
- *Status* - status of the group (Active or Disabled).

Click on Save if you make any changes.

To delete a URL:
- click on the delete link of the URL.

To delete several URLs at a time:
- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

Using the '**Add url group**' section you can add a new URL. First you need to enter into the corresponding fields the name of the group and URL and then click on Create.



URL

To edit the parameters of the existing group click on the edit link.

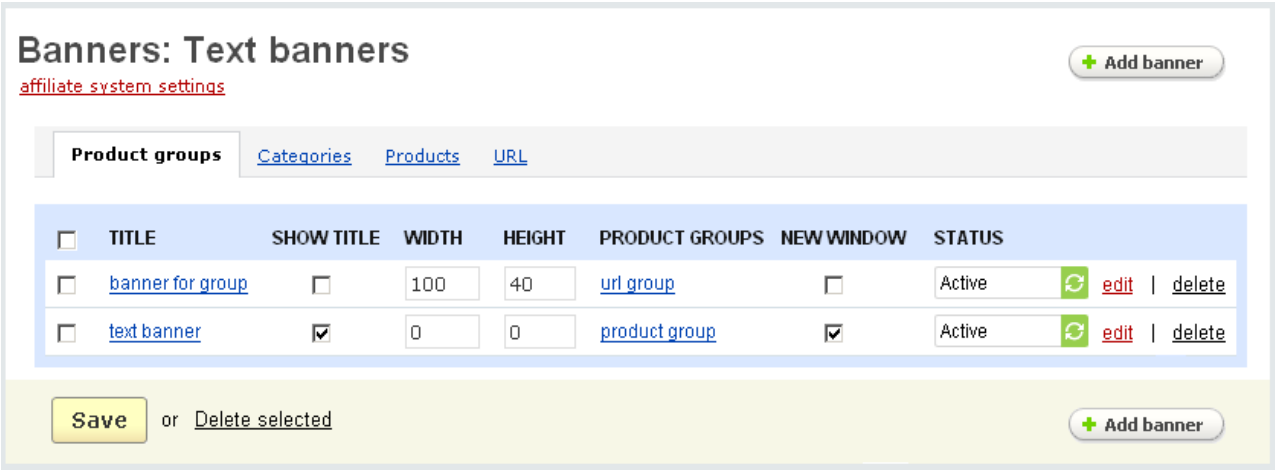
5.9.2 Banners

On the '**Banners**' page you can create different kinds of banners: text banners, graphic banners and product banners. The links to the corresponding sections are on the right of the page.

By clicking on **Banners** you are redirected to the '**Text banners**' page where you can create text banners that will be located on the affiliates' sites. Through these text banners new customers will be referred to the store.

There are four tabs on the '**Text banners**' page. They are:

- **Product groups**;
- **Categories**;
- **Products**;
- **URL**.



Text banners

In the '**Product groups**' tab there are the following columns:

- *Select column*;
- *Title* - banner title;
- *Show title* - tick off if you want the title to be displayed;
- *Width* - banner width (pixels);
- *Height* - banner height (pixels);

If no value is defined in the '*Width*' and '*Height*' fields the banner sizes will depend on its content.

- *Product groups* - product group to which this banner is assigned;
- *New window* - put a tick if you want the link to be opened in a new window;
- *Status* - status of the banner (Active or Disabled).

If you make any changes click on Save to save them to the database.

To delete a text banner:

- click on the delete link of the banner.

To delete several banners at a time:

- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

If you want to edit the banner click on the edit link and you are redirected to the '**Update banner**' page.

To create a new banner use the + Add banner button. In the pop-up section you should fill in the following fields: title, show title, width, height, content (text of the banner), open in a new window, show URL, status, product group.

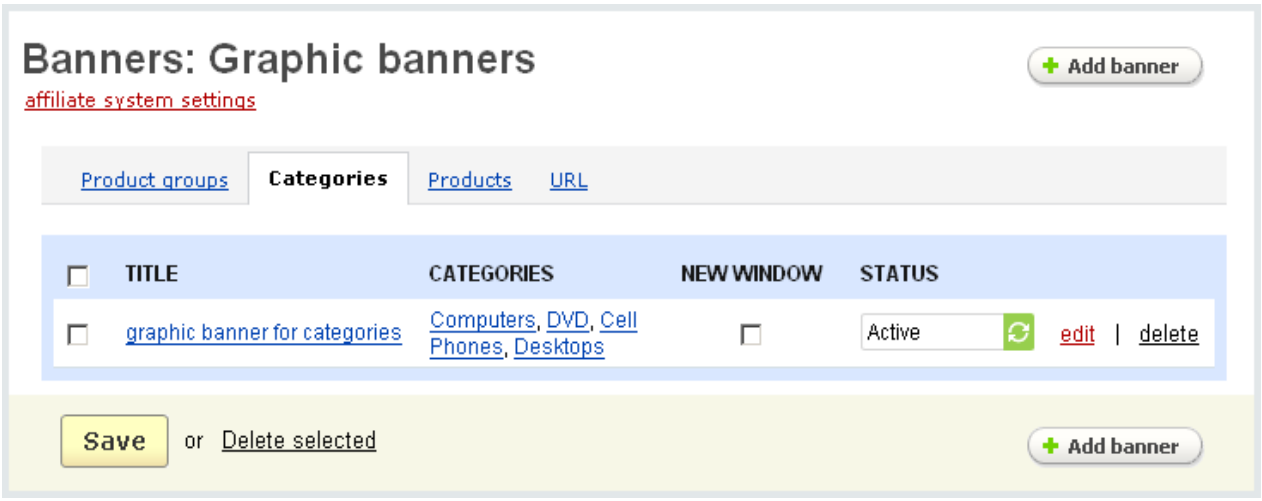
Only four fields (title, content, status and product group) are mandatory for filling in, the others are optional.

After all the necessary fields are filled in click on Create button.

The rest of the tabs contain almost the same columns and fields with small variations. In all tabs exists a difference in the column following the '*Height*' column. In the '**Categories**' tab it is the '*Categories*' column, in the '**Products**' tab it is the '*Products*' column, and for the '**URL**' it is the '*URL*' column. To what the banner will be assigned is defined in these columns. And in the '**New banner**' sections tabs have the corresponding differences.

By clicking on the **Graphic banners** link on the right you are redirected to the '**Graphic banners**' page where you can create graphic banners and assign them to different product groups, categories, products, URLs. On the page you see four tabs: '**Product groups**', '**Categories**', '**Products**', '**URL**'.

The '**Categories**' tab contains the following columns:
- *Select column*;
- *Title* - banner title;
- *Categories* - categories to which the banner is assigned;
- *New window* - tick off if you want the link to be displayed in a new window;
- *Status* - status of the graphic banner.



Graphic banners

If you make any changes click on Save to save them in the database.

To delete a graphic banner:
- click on the delete link of the banner.

To delete several banners at a time:
- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

To edit the parameters of the banner click on edit.

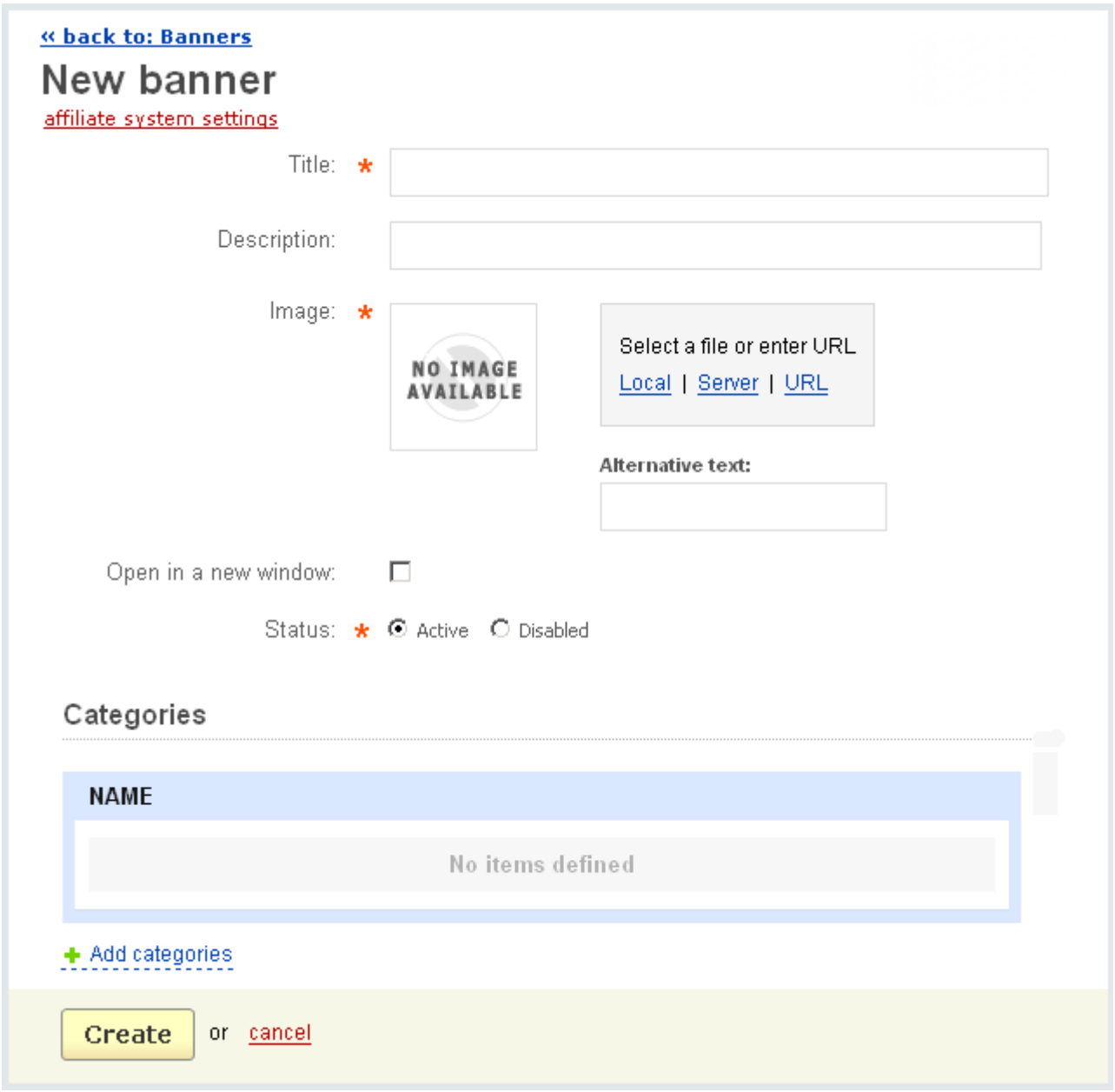
To add a new banner use the Add banner button. Here you should fill in the following fields:
- *Title* - banner name;
- *Description* - description of the banner;
- *Image* - the banner image;

To select an image on a local computer or a server use Local or Server links. To type the URL of the file click on the URL link.

- *Open in a new window* - tick off if you want the link to be opened in a new window;

- *Status* - status of a banner (Active or Disabled);

In the **Categories** section choose to what category(-ies) the banner will be assigned. To do this use the + Add categories link.

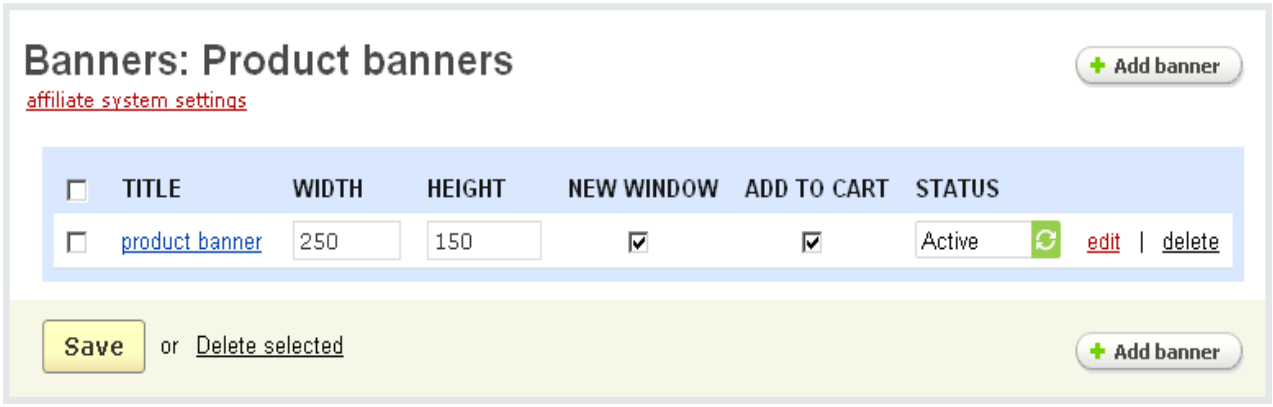


New banner

The rest of the tabs contain almost the same columns and fields with small variations. In all tabs exists a difference in the column following the '*Title*' column. In the '**Product groups**' tab it is the '*Product groups*' column, in the '**Products**' tab it is the '*Products*' column, and for the '**URL**' it is the '*URL*' column. To what the banner will be assigned is defined in these columns. And correspondingly there exist similar differences in the '**New banner**' sections of all tabs.

Using the **Product banners** link you open the '**Product banners**' page where you can modify the banners that use information about databased products. Product banner is a banner which can include the product image, product name, product description. The products in this banner are displayed in a random order.

The '**Product banners**' form contains a list of the defined banners:



Product banners

- *Select column*;
- *Title* - name of the banner;
- *Width* - banner width (pixels);
- *Height* - banner height (pixels);
- *New window* - tick off in order for the link to be opened in a new window;
- *Add to cart* - tick off if you want the customer to be redirected to the '**Cart content**' page;
- *Status* - status of the banner (Active or Disabled).

Click on Save if you make some changes.

To delete a product banner:

- click on the delete link of the banner.

To delete several banners at a time:

- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

Each banner has the edit link, click on it and you are redirected to the '**Editing banner**' page where you can edit the banner.

You can edit the following fields:

- *Title* - banner title;
- *Width(pixels)* - banner title;
- *Height(pixels)* - banner height;
- *Image* - place the image at the top or at the bottom of the banner or disable the image;
- *Product name* - place the product name at the top or at the bottom of the banner or disable the name;
- *Short description* - place short description at the top or at the bottom or disable it;
- *Align* - here you can align the image left, right or center in the banner;
- *Show border* - tick off to display the borders of the banner;
- *Add to cart* - if this check box is enabled a customer is redirected to the store with the product already added to cart;
- *Open in new window* - put a tick if you want the link to be opened in a new window;
- *Status* - status of the banner (Active - available, Disabled - unavailable).

If you make any changes click on Save.

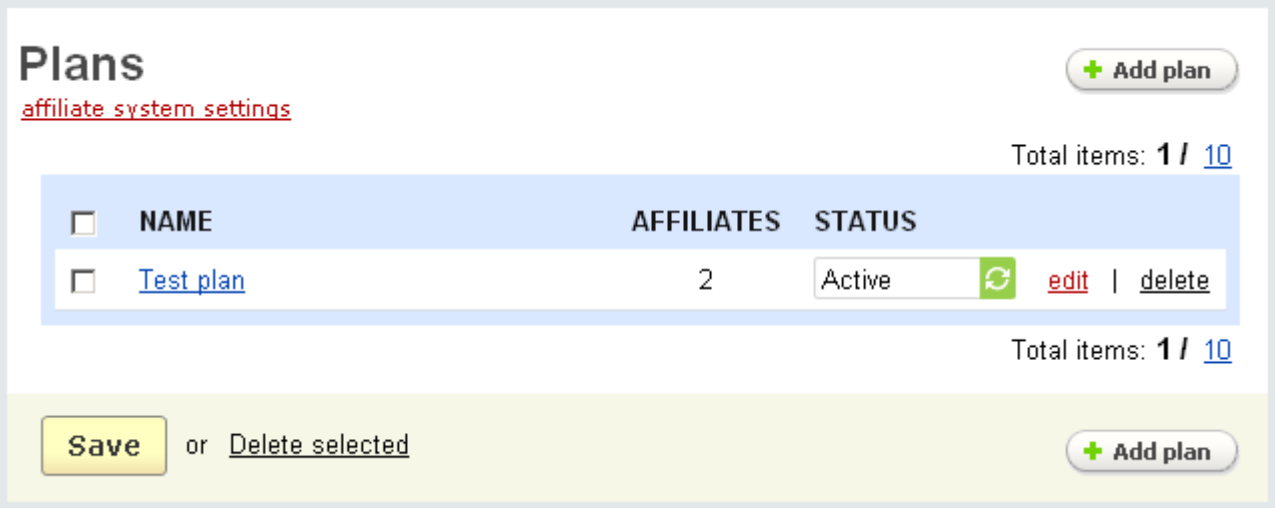
When you add a new product banner using the + Add banner button, fill in all the fields defining what product information will be displayed in the banner, how it will be aligned, etc.

At any moment you can view what the banner will look like by using the '***Preview***' link. In the appeared section you will see the **Refresh banner** link, by clicking on which you will refresh the banner and it will display another product.

After you click on the Create button, the banner will be created.

5.9.3 Plans

The '**Affiliate**' addon allows to create different advertising plans for different affiliates. In each plan you define its own commission rates for different actions, also you are provided with the ability to define commissions for products, categories, coupons and multi tier affiliates. Thus you can set up the most favorable conditions for the most profitable affiliates.



Affiliate plans

The '**Plans**' page contains a list of all affiliate plans. The following data is displayed for each plan:

- *Select column*;
- *Name* - name of the plan;
- *Affiliates* - the number of affiliates with this plan;
- *Status* - status of the plan (Active or Disabled).

Click on Save if you make any changes.

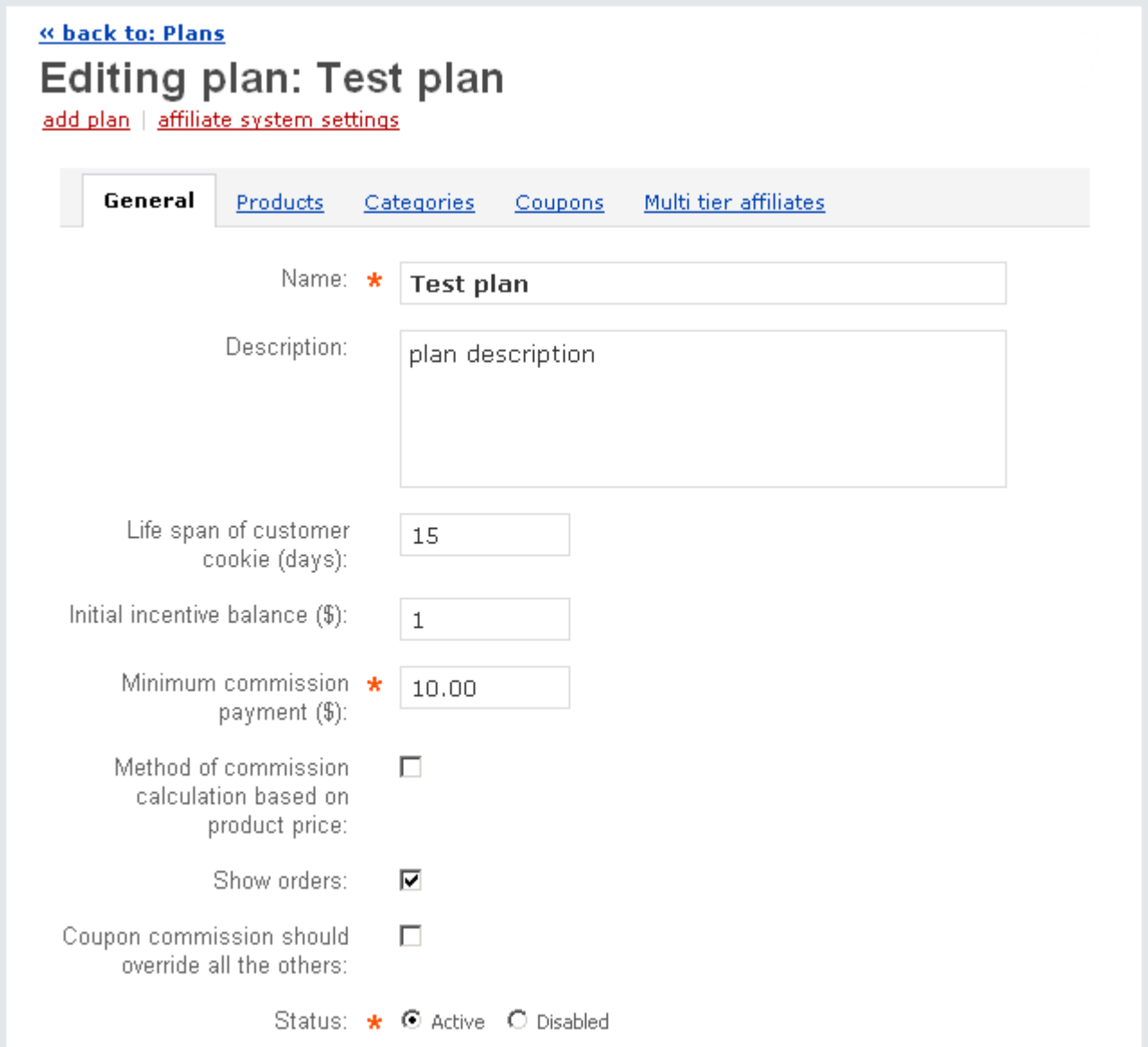
To delete a plan:

- click on the delete link of the plan.

To delete several plans at a time:

- tick off check boxes opposite the entries you want to delete;
- click on Delete selected.

To add a new affiliate plan use the Add plan button.



Editing plan

Click on the edit link to edit the plan. You will be redirected to the '**Editing plan**' page with the tabs **General**, **Products**, **Categories**, **Coupons**, **Multi tier affiliates**. In the tab **General** you can edit the following parameters:

- *Name* - name of the affiliate plan;

- *Description* - plan description;

- *Life span of customer cookie (days)* - if the value of this option is defined then it is not necessary for the customers to make purchases or register on their first visit of the store for the affiliate to receive a commission. The information about the affiliate will be kept within the number of days specified;

It can be done if cookies are enabled in the customers' browsers.

- *Initial incentive balance ($)* - if you want to set an incentive payment for the affiliate enter the sum here;

- *Minimum commission payment ($)* - minimum amount paid to the affiliate, you cannot pay out commission until it is the amount defined here;

- *Commission calculation based on product price* - if enabled then the commissions for the affiliate who has redirected the customer are calculated according to the product price. The commissions for other affiliates will be charged from the product price according to the rates specified in the '**Multi tier affiliates**' tab;

- *Show orders* - tick off to make the order number to be the link to the '**Order info**' page;

- *Coupon commission should override all the others* - put a tick if you want a coupon commission to cancel other commissions.

- *Status* - status of the plan.

In the section '**Commission rates**' you can specify commission charges that the affiliates will get for:

- *Show banner* - demonstration of the banner;

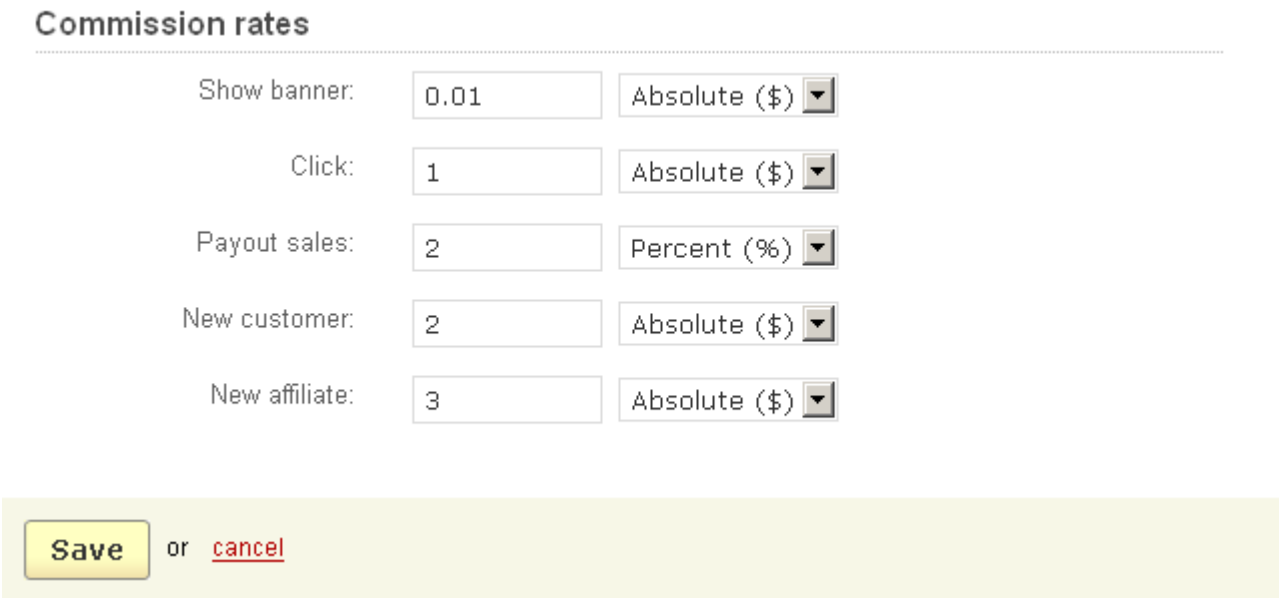
- *Click* - a click on a banner;

- *Payout sales* - a purchase made by the customer who came from the affiliate's site;

- *New customer* - a registered customer;

- *New affiliate* - a new affiliate of the store.

All commissions can be defined as a percentage from the sales (Percent(%)) or a flat rate (Absolute($)).



Commission rates

If you make any changes click on Save.

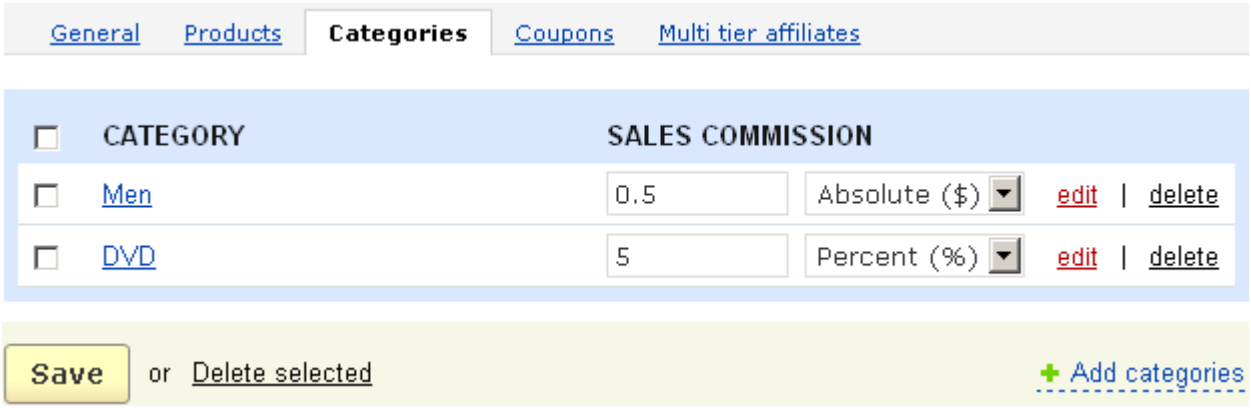
The percentage of sales can be specified for each product, category, coupon and multi tier affiliates using the forms in the following tabs:

- **Products**;
- **Categories**;
- **Coupons**;
- **Multi tier affiliates**.

Click on the '**Products**' tab to define the products from which the affiliate will get commissions. Here by using the +**Add products** link you create a list of products and define sales commissions for them.

Products

In the '**Categories**' tab you select the categories and subcategories and define the sales commissions for each of them.



Categories

Notice that if you define sales commissions for a root category these commissions are not applied to its subcategories.

In the **Coupons** tab you define commissions for coupon usage. After clicking on the link + Add coupon(s) you select a coupon in the list of all existing coupons, define the commission rate and click on the Add selected button. After that the affiliates will be able to distribute coupon codes among their customers.

Coupons

In the '**Multi tier affiliates**' tab you define the percentage rates of commissions for affiliates of different tiers. Let's consider the following examples: the affiliate has multi tier affiliate system (1st, 2nd, 3rd tier affiliates). The following commissions are defined for three levels:

Level 1 - 5%

Level 2 - 2.5%

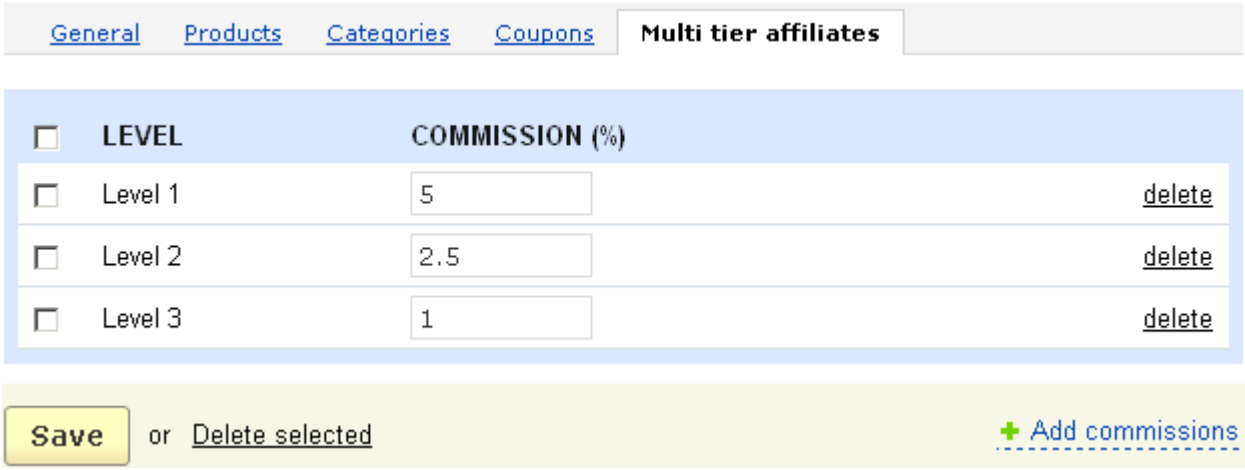
Level 3 - 1%.

If the income from the 1st tier affiliate is $100 then the affiliate gets 5% of $100, that is $5.

If the income from the 2nd tier affiliate is $100 then he gets 2.5% of $100, that is $2.5 and the 1st tier affiliate gets 5% of $100, that is $5.

If the income from the 3rd tier affiliate is $100 then he gets 1% of $100, i.e. $1, the 2nd tier affiliate gets 2.5% of $100 and the 1st tier affiliate gets 5% of $100.

So the profit the affiliate receives depends on its level.



Multi tier affiliates

To add new levels with defined commission rates use the + Add commissions link.

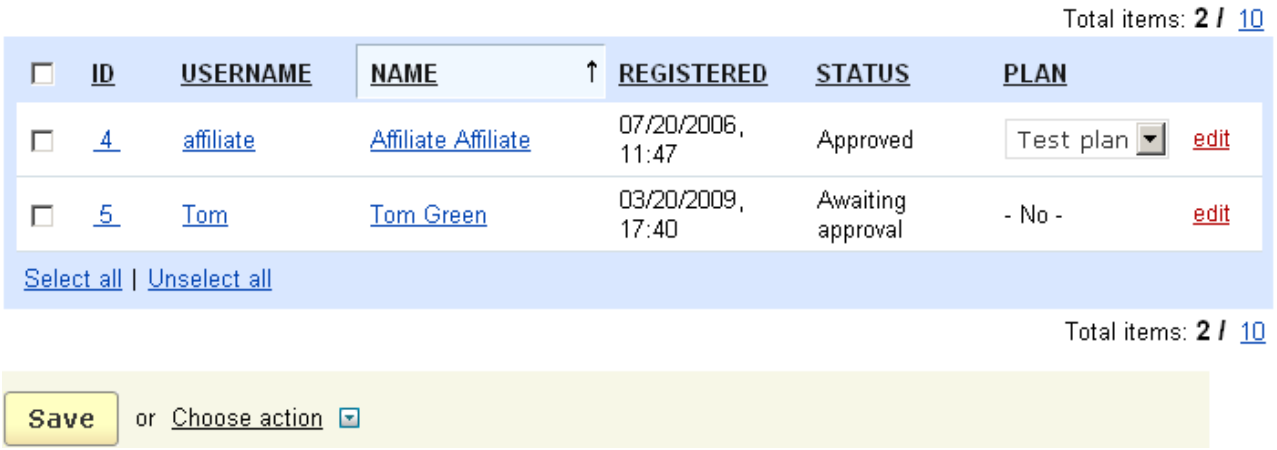
If several types of commissions are applied to the product only one is charged. For example, if product and category commissions are set only product commission is charged. In case when neither product nor category commissions are applied then the commission is calculated according to the rate specified in the section '**Commission rates**' for the '*Sale*' action.

5.9.4 Affiliates

On the '**Approve affiliates**' page you can view all your affiliates' accounts and approve or decline new accounts. The page contains two sections:

- **Search**;
- **a list of all affiliate accounts**.

With the search form you can search for the affiliates' accounts by name, company, e-mail. By clicking on **Advanced search options** you will expand the search form and will be able to specify additional parameters: username, address, city, zip/postal code, country, state/province, status of the affiliate, affiliate plan.



Affiliates

The list of all affiliate accounts is represented as a table with the following columns:

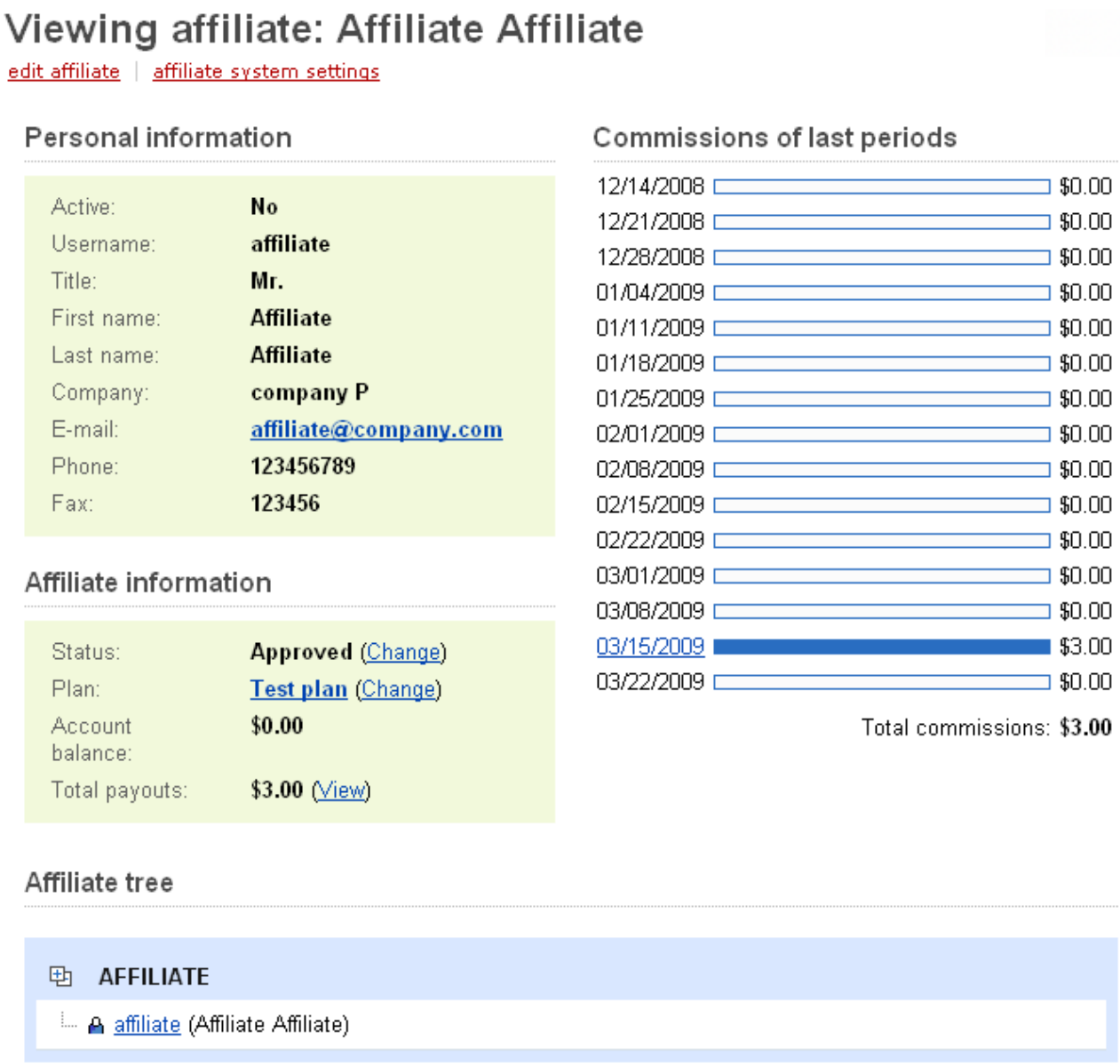
- *Select column*;
- *ID* - affiliate identification number;
- *Username* - a unique name identifying the user;
- *Name* - full name of the user;
- *Registered* - date and time of registration;
- *Status* - whether the affiliate is already approved, awaiting approval or declined;
- *Plan* - name of the plan.

If you make any changes click on Save.

To approve / decline an affiliate:

- put a tick mark for the necessary affiliate or affiliates;
- click on the **Choose action** link and choose **Approve selected** or **Decline selected**.

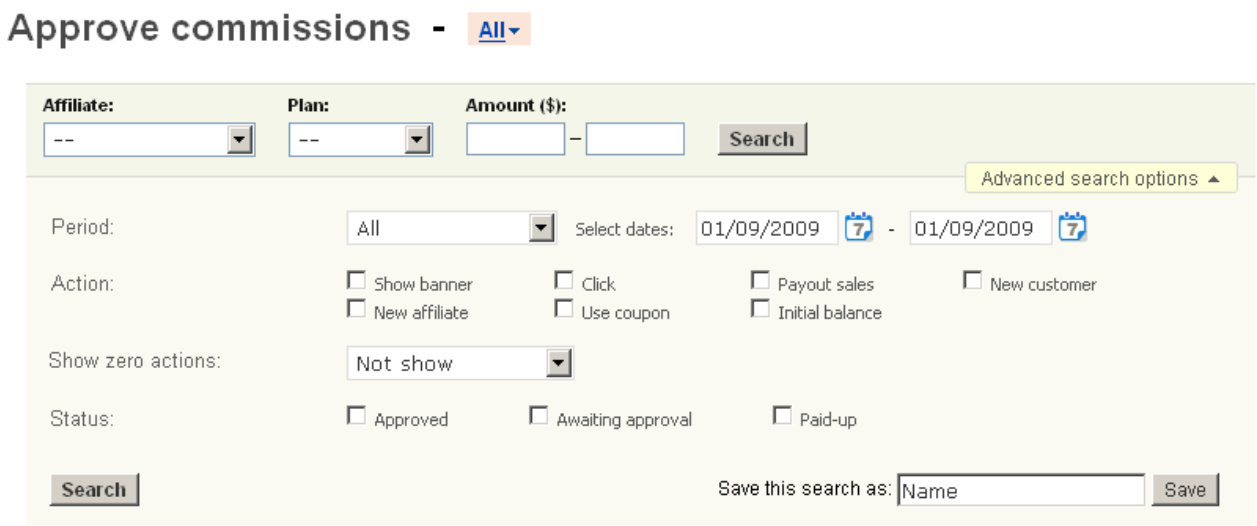
If you click on the link in the '*ID*', '*Username*' or '*Name*' columns you are redirected to the '**Affiliate**' page with personal information, affiliate information and information about commissions of last periods. Here you can use the Change links and change the status and plan of the affiliate.



Viewing affiliate

5.9.5 Approve commissions

On the page you can view the statistics of all actions for which commissions are charged. For instance, you can find out the number of clicks on banners during a certain period of time, the average amount paid out for them, and a lot more. Moreover, here you can get to know who of all your affiliates was the most efficient in promoting your store and approve or delete the commissions.



Search

Using the '**Search**' section you can:

- search for the commissions of a particular *affiliate*;

- choose *Plan* to view commissions charged according to this plan only;

- in the '*Amount*' field set the minimum and maximum amount of commissions to limit the search process.

To make the search results more accurate click on **Advanced search options** and you will be able to search by the following parameters:

- *Period* - choose any of the defined periods or set your own one;

- *Action* - action for which the commissions are charged;

- *Show zero actions* - field allows to select the commissions that are not equal to 0 or, on the contrary, only those that are equal to 0;

- Status - status of the commissions.

Moreover, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box at the top.

ACTION	COUNT	SUM	AVG	AFFILIATES
Show banner	0	$0.00	$0.00	0
Click	6	$6.00	$1.00	2
Payout sales	0	$0.00	$0.00	0
New customer	0	$0.00	$0.00	0
New affiliate	0	$0.00	$0.00	0
Use coupon	0	$0.00	$0.00	0
Initial balance	1	$1.00	$1.00	1
Total	**7**	**$7.00**	**$1.00**	**2**

Percentage of banner clicks and banner shows: ---

Percentage of sales and banner clicks: 0

General statistics

To display the summary statistics below the search pattern click on the General statistics. In the first column all actions for which the affiliates get money are displayed. They are *show banner*, *click*, *payout sales*, *new customer*, *new affiliate*, *use coupon*, *initial balance*. Then follows the columns:

- *Count* - contains the number of commissions for each action;
- *Sum* - the amount of all commissions for each action;
- *Avg* - the average value of the commission for each action;
- *Affiliates* - number of affiliates who get the commissions;

At the bottom of each column the total value is displayed.

Percentage of banner clicks and banner shows - shows the percentage of clicks on all banners displayed (if 20 banners were displayed and only one was clicked on then 5% is shown).

Percentage of sales and banner clicks - shows how often the customers make the purchases in comparison with clicks on banners (the number of clicks is taken as 100%).

Total items: **7** / 10

	ACTION	DATE ↓	COST	CUSTOMER	AFFILIATE	BANNER	STATUS
☐	**Click**	03/20/2009, 17:50	$1.00	*(192.168.5.35)*	Tom Green (*Test plan*)	product banner	---
☐	**Click**	03/20/2009, 17:49	$1.00	*(192.168.5.35)*	Tom Green (*Test plan*)	for children	Paid-up
☐	**Initial balance**	03/20/2009, 17:44	$1.00		Tom Green (*Test plan*)	---	Paid-up
☐	**Click**	03/20/2009, 15:44	$1.00	*(192.168.5.35)*	Affiliate Affiliate (*Test plan*)	graph banner	Paid-up
☐	**Click**	03/20/2009, 15:44	$1.00	*(192.168.5.35)*	Affiliate Affiliate (*Test plan*)	banner	Paid-up
☐	**Click**	03/20/2009, 15:44	$1.00	*(192.168.5.35)*	Affiliate Affiliate (*Test plan*)	product banner	Paid-up
☐	**Click**	03/20/2009, 15:43	$1.00	*(192.168.5.35)*	Affiliate Affiliate (*Test plan*)	for children	---

Select all | Unselect all

Total items: **7** / 10

For approval, disapproval or deletion of the commissions tick off the necessary commissions and click on **Choose action** and choose the corresponding button.

Columns of the table:

- *Action* - action for which the commissions are charged;
- *Date* - date and time of commission charge;
- *Cost* - the amount charged;
- *Customer* - customer's IP address (customer's full name is displayed if s/he registered in the store);
- *Affiliate* - the affiliate to whom the commissions are charged;
- *Banner* - banner that was displayed or through which the customer came and fulfilled the action;
- *Additional data* - here the information about orders, products, coupons, URL is displayed;
- *Status* - the processing stage of the commissions charged.

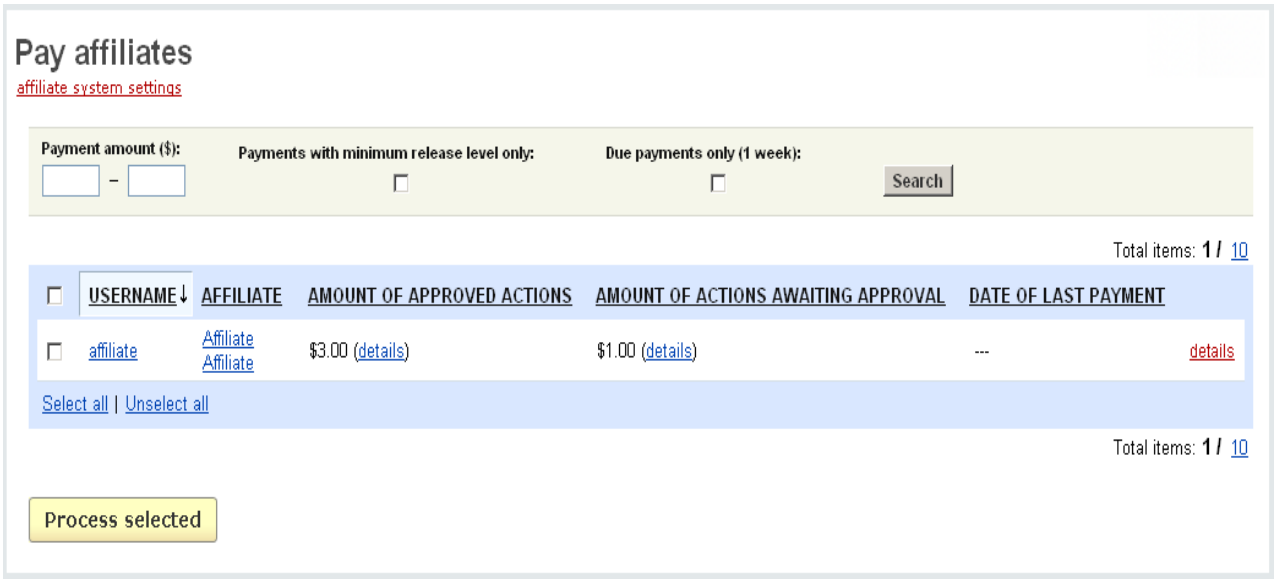
If the commissions charged for one and the same action but for different affiliates are displayed on the same page, then such commissions are combined (grouped) for illustration purposes.

5.9.6 Pay affiliates

All the affiliates waiting for payment are displayed on this page. Here you can process their payments.

The page consists of two sections;

- **Search form**;
- **a list of all affiliates**



Pay affiliates

You can restrict the search results using the following options:

- **Payment amount**;
- **Payments with minimum release level only**;
- **Due payments only (1 week)**.

The list is represented as a table consisting of the following columns:

- *Select column*;
- *Username* - a unique name identifying the user;
- *Affiliate* - full name of the affiliate;
- *Amount of approved actions* - commission amount that was approved but not yet paid out;
- *Amount of actions awaiting approval* - commission amount that was not approved yet;
- *Date of last payment* - date of last payment to this affiliate.

To process a payment:

- tick off the entry(-ries) you want to process;

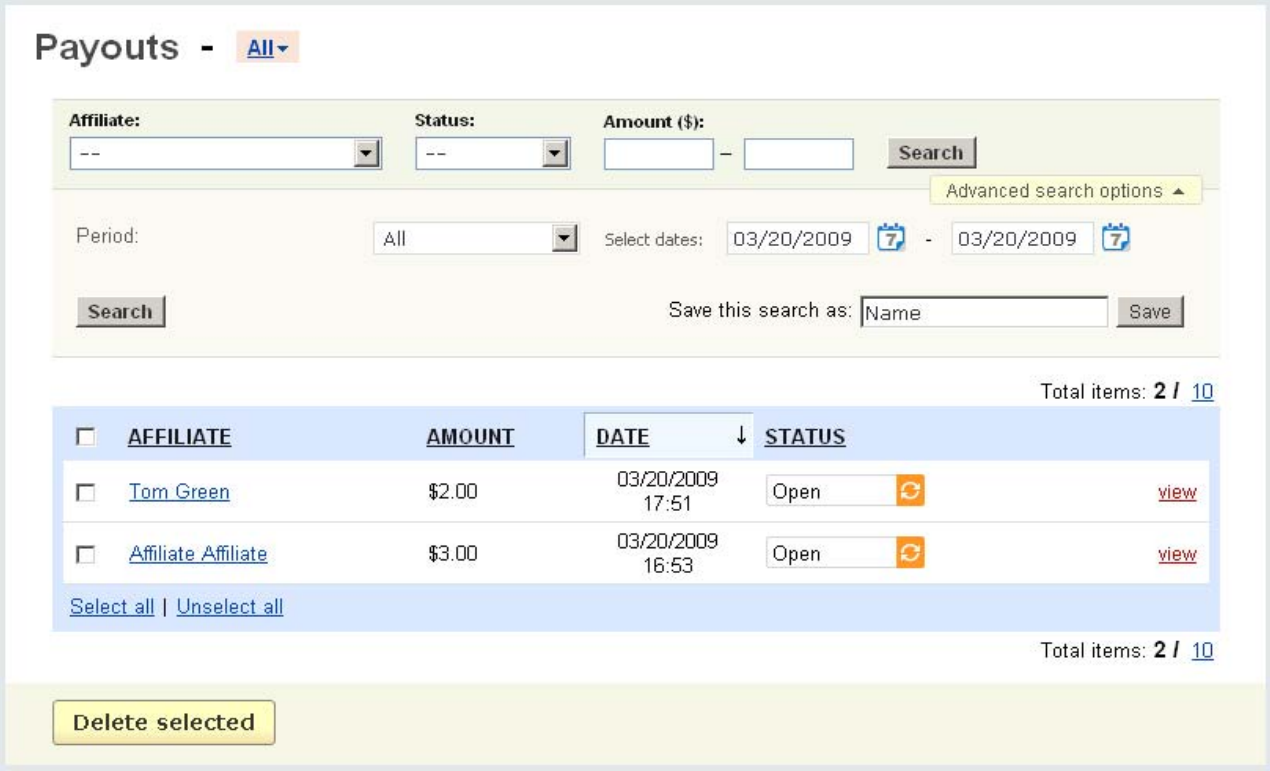
- click on Process selected.

After processing, the information about the payment(s) is displayed on the **Payouts** page.

5.9.7 Payouts

Here you can view all the commissions charged to the affiliates. The page contains two sections:

- **Search form**;
- **a list of all payouts**.



Payouts

In the search form you can search for the commission by affiliate, by status (open, successful) and by amount.

If you want to make the search results more precise click on **Advanced search option**. The search form will be expanded and you will be able to search by the period. Set a date range or select among the specified periods.

Also, the system allows to create different search patterns and save them for future use. Just set the search options, type the name of the pattern in the **Save this search as:** input field and click on the Save button. Once the search pattern is saved, it is displayed in the dropdown list box next to the page title.

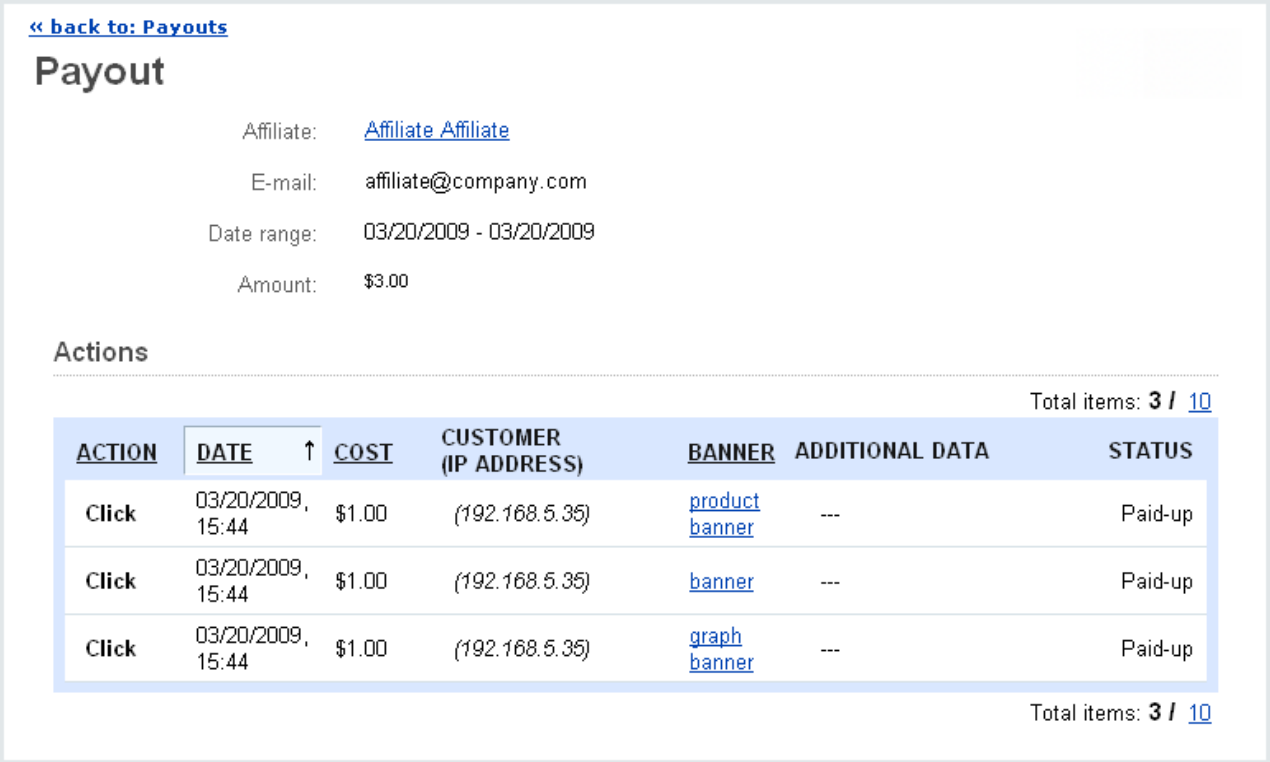
After any of the fields is filled in click on Search to display the search results.

The list of all payouts is represented as a table with the following fields:
- *Select column*;
- *Affiliate* - full name of the user;
- *Amount* - commission amount;
- *Date* - date and time of payment;
- *Status* - whether the payment is already effected (successful) or still open.

If you make any changes click on Save button.

To delete a payout from the list:
- tick off the check box opposite the entry you want to delete;
- click on Delete selected.

Click on view to open the '**Payout**' page of the affiliate.


« back to: Payouts
Payout
Affiliate: Affiliate Affiliate
E-mail: affiliate@company.com
Date range: 03/20/2009 - 03/20/2009
Amount: $3.00
Actions
Total items: 3 / 10
ACTION DATE COST CUSTOMER (IP ADDRESS) BANNER ADDITIONAL DATA STATUS
Click 03/20/2009, 15:44 $1.00 (192.168.5.35) product banner --- Paid-up
Click 03/20/2009, 15:44 $1.00 (192.168.5.35) banner --- Paid-up
Click 03/20/2009, 15:44 $1.00 (192.168.5.35) graph banner --- Paid-up
Total items: 3 / 10

Payout

At the top of the page the following information is represented:

- *Affiliate* - name of the affiliate;
- *E-Mail* - e-mail of the affiliate;
- *Date range*;
- *Amount* - the amount paid to the affiliate.

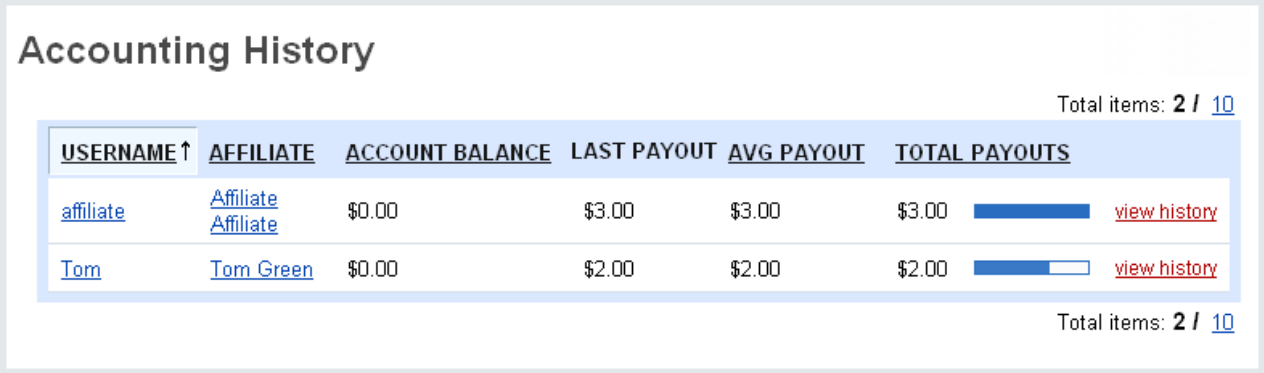
Then follows a list of all actions represented as a table with the following columns:

- *Action* - type of action for which the commissions are charged;
- *Date* - date and time of payment;
- *Cost* - amount charged;
- *Customer (IP address)* - the customer's IP address;
- *Banner* - banner that was displayed or through which the customer came and fulfilled the action;
- *Additional data* - here the information about orders, products, coupons, URL is displayed;
- *Status* - the processing stage of the commissions (approved, awaiting approval, paid-up, approved and paid-up).

5.9.8 Accounting History

Here the summary statistics of all paid out commissions are displayed. The data are represented as a table with the following columns:

- *Username* - unique name identifying the user;
- *Affiliate* - full name of the affiliate;
- *Account balance* - commission amount that was approved but not yet paid out;
- *Last payout* - amount of last payout;
- *AVG payout* - average amount that was paid out;
- *Total payouts* - total amount paid out to the affiliate. In the column a blue line is displayed next to the largest total payout. The other lines are painted in such a way that they show the correlation to the largest payout.



Accounting history

To view the history of the affiliate click on view history. You are redirected to the '**Payouts**' page.

For more information see the chapter **Payouts**.

FAQ

Q What operating system is preferable for CS-Cart installation - Windows or Unix-like (Linux, FreeBSD, RedHat)?

A Although CS-Cart works well on Windows and Unix-like operating systems (Linux, FreeBSD, RedHat), we strongly recommend installing CS-Cart on Linux, FreeBSD or RedHat ones. The main reasons for our recommendation are stable work of CS-Cart on a Unix-like operating system (it is more secure and allows more flexible control of file and directory permissions, etc.) and other performance advantages.

Q I have downloaded the CS-Cart distribution package (the "cscart_vX.X.X.tgz" or "cscart_vX.X.X.zip" file) on the "File area" page in the Customer Help Desk. How can I extract it?

A The CS-Cart distribution package is available in .TGZ and .ZIP formats. There are the following possible methods to unpack the distribution package:

Directly on your server:
1. Copy the downloaded CS-Cart distribution package to the web directory of your server via FTP.
2. Unpack it there through your website control panel (most versions of control panels have the built-in file manager that allows to unpack archives by one click).

or

Use one of the following commands to extract the distribution package on a UNIX-based server with terminal access to it.

If you downloaded the distribution package in the TGZ format use the following command:

tar -xzvf cscart_vX.X.X.tgz

If you downloaded the distribution package in the ZIP format use the following command:

unzip cscart_vX.X.X.zip

On your local computer:
Copy the CS-Cart distribution package to your local computer. Extract the package by using any TAR- or ZIP-compatible software software, e.g. WinRAR archiver (download it here: http://www.rarlab.com/rar/wrar36b8.exe), on your local computer and upload

all the files to the web directory of your server via FTP.

I have unpacked the CS-Cart distribution package and uploaded all the files to my server but when I try to access index.php or the "install" directory I get a 500 server error. What is the problem?

The problem may be caused by the incorrect permissions for your files and directories. Some webservers do not allow to execute PHP scripts with permissions higher than 755 or 644. Change the permissions for your files and directories to 755 in order to solve this issue.

On a Unix-based server with terminal access to it you can change the permissions using the following command:
chmod 755 index.php (set the 755 permissions for all CS-Cart scripts (at least, for index.php and admin.php located in the CS-Cart root directory and index.php located in the "install" directory)).

If you do not have terminal access to your server, you can change file access permissions using an FTP client. Most of them have the "Change permissions" or "Change mode" functions. With the help of these functions you are able to set the necessary permissions. The chmod 755 index.php command means that you must set 755 permissions (in other words, read, write and execute permissions for the file user and read and write ones for the user group and other). Refer to your FTP client documentation for more detailed instructions on setting file permissions.

In order to set the same file access permissions on a WINDOWS-based server, you may need to give readable permissions for the files and directories to the user with the IUSER_ComputerName account.

Another possible reason for Internal Server Error is that some directives of the CS-Cart .htaccess file are not supported by your web server. Try to rename the .htaccess file located in the root directory of your CS-Cart installation to something else. If CS-Cart pages are displayed properly after that, contact your server administrator, provide him with the content of the CS-Cart .htaccess file and ask him to let you know what directives are not supported on your server.

When we install the CS-Cart software, what exactly should be filled in the "Server host name" and "Server host directory" fields at the Installation Wizard?

It is required to enter the name of the website and the directory on it (if applicable) on which you are installing CS-Cart. For instance, if your online store should be accessible via URL http://www.my_site.com/shop, then value of the "Server host

name" field must be www.my_site.com (without HTTP:// prefix) and value of the "Server host directory" one must be /shop (it is required NOT to have the '/' sign at the end of the path).

These fields are filled in automatically according to the URL of the Installation Wizard script.

We need to put an extra protection to our administration side and want to put admin.php into another directory. How can we do it?

Due to inner CS-Cart structure, it is impossible to move the "admin.php" file to another directory and keep the CS-Cart installation operational. But there is an ability to rename the "admin.php" file to something more complex. Once the file is renamed you must make a change in the "config.local.php" file to support the new name you gave to the "admin.php" file. Change the following line in the "config.local.php" file located in the CS-Cart root directory:

$config['admin_index'] = 'admin.php';

to

$config['admin_index'] = 'admin8765.php';

where 'admin8765.php' is the name given to the 'admin.php' file.

Also you can enable the "Enable secure connection in administrator area" setting on the "Settings" page (the link to this page is in the "Administration" tab) in the admin panel of your CS-Cart (before that make sure your webserver supports a secure connection) and restrict access to your panel using the "Access restrictions" addon.

How can I close my store for public?

In order to close your CS-Cart for public, log in to your CS-Cart administration panel, open the "Administration" tab and click on the "Settings" link. Enter some value in the "Key of access to temporarily closed store" field and click on the "Save" button. Then click on the "Close store" link in the bottom right corner of the administration panel. The store will be closed for public, but you will be able to enter the store by using the special URL. For example, if your CS-Cart installation is here: http://www.my_site.com/ and you entered "secret" in the field, you will need to use this URL:

http://www.my_site.com/index.php?store_access_key=secret

How can I change the page title ("CS-Cart. Powerful PHP shopping cart software") to our company one?

In order to change the standard CS-Cart page title, log in to your CS-Cart admin panel, open the "Design" tab and click on the "Site layout" link. You can edit the page title under the "Page title" section. Click on the "Save" button to save the changes.

Can you tell me step by step how to change company name and logo on the invoice?

In order to change the standard CS-Cart logos to your own ones, log in to your administrator panel, open the "Design" tab and click on the "Logos" link. Upload your logo images and click on the "Save" button to save the changes.

In order to change the company name open the "Administration" tab and click on the "Settings" link. Click on the "Company" link on the right and edit the value of the "Company name" field on the page. Click on the "Save" button to save the changes.

Is it possible to edit the 'Powered by CS-Cart - shopping cart software' link at the footer?

In order to change the "Powered by CS-Cart - Shopping Cart Software" link at the bottom of your site you should modify the "bottom.tpl" file located in the "skins/[CUSTOMER_SKIN]/customer" directory of your CS-Cart installation. Find the following part of code (the code may vary a bit depending on the skin):

```
<p class="bottom-copyright class">{$lang.copyright} &copy;
{if $smarty.const.TIME|date_format:"%Y" != $settings.Company.company_start_year}{$settings.Company.company_start_year}-{/if}{$smarty.const.TIME|date_format:"%Y"}
{$settings.Company.company_name}.  {$lang.powered_by} <a href="http://www.cs-cart.com" target="_blank" class="underlined">{$lang.cscart_shopping_cart}</a>
</p>
```

and replace "http://www.cs-cart.com" with your link. Save the file.

Also you should change the "cscart_shopping_cart" language variable which describes the link text. You are able to edit the language variables under the "Translations" tab on the "Languages" page (the link to this page is in the "Content" tab) in your

administration area. Enter "cscart_shopping_cart" (without quotes) into the "Search for pattern" input field and click on the "Search" button on the page. Edit the language variable, which includes this text and click on the "Save" button at the bottom to save the changes.

How can I change the meta tags for the website?

They can be edited on the "Site layout" page (the link to this page is in the "Design" tab) in the admin panel of your CS-Cart installation.

Also there is an ability to define META description and keywords for each category, product, CMS topic and CMS page. There are the "META description" and "META keywords" fields on the page on which you add/update category, product, etc.

How can I add more featured products to the CS-Cart home page?

Log in to the administration panel, open the "Design" tab and click on the "Blocks" link. Open the "Home page" tab on this page. You will see the "Featured products" block there. In order to add products to this block click on the "Add products" link.

Is it possible to add options (e.g. size) to each individual product?

In order to add an option to the product click on the "Products" link in the "Catalog" tab in your administration area. Click on a product name link and open the "Options" tab. Click on the Add option button. In the opened "New option" window you should fill in the "Name" (e.g. Size) and select the type of the new option in the "Type" select box. There are the following types of options available:

- select box;
- radio group;
- check box;
- text;
- text area;

If the option type is "select box" or "radio group", then open the "Variants" section in the same opened window. Fill in the "Name" input field (e.g. large), in the "Modifier" input field next to it set the price that will be added (if this option is selected) to the product price. To add more variants click on the "Add empty item" icon next to this

row. As soon as all variants are filled in you should click on the "Create" button at the bottom.

The added product option will be displayed on the product list and product details pages in the storefront.

How can I create a downloadable product in CS-Cart?

Log in to the CS-Cart admin panel, open the "Catalog" tab, then click on the "Products" link. Click on a product name in the list or add a new product. The "Editing product" page will be open. In order to make a product downloadable, select the "Downloadable" check box. Select the "Enable shipping for downloadable products" check box if it is required to display a shipping method for the product. Select the "Time-unlimited download" check box if you would like to make the product time-unlimited downloaded. Click on the "Save" button. Open the "Files" tab and click on the "Add file" button to upload your file(s) and choose downloading settings. The uploaded files are stored in the file system (under the "var/downloads" directory of the CS-Cart installation).

The "Download" link will be displayed on the order details page after placing the order with a downloadable product. The link redirects to the page with the uploaded file name. After the activation of download the uploaded file name becomes a link by clicking on which a customer can download the file. A customer will receive an email with the link to the purchased file after the activation of download as well.

Also, there is the "Download key TTL (for electronically distributed products), hours" setting on the "Settings" page in the admin panel. It defines the time interval in hours within which the customer can download the file(s) after the purchase. This period can be prolonged for a certain order on the order details page. This setting does not affect a product if the "Time-unlimited download" check box is enabled for it.

How to set up CS-Cart with PayPal payment system?

In order to set up your CS-Cart with PayPal Website Payments Standard log in to the admin panel of your CS-Cart, open the "Administration" tab and click on the "Payment methods" link. Click on the "Add payment" button. Enter your new payment method name in the "Name" text input field, select "PayPal" in the "Processor" drop-down select box, enter the desired description and surcharges into the appropriate input fields, upload an image if needed. Open the "Configure" tab in the same window in order to view the PayPal settings section. Fill in the following fields:

"Account" - your PayPal account login;

"Name of the item" - the value of the "Pay for" field, displayed on the PayPal web page for your customers;

"Currency" - the currency in your PayPal account. If it does not match the base currency in your CS-Cart settings, please contact CS-Cart support team;

"Test/Live mode" - select "Live". In order to use the "Test" mode you need to get additional accounts at PayPal Sandbox;

"Order prefix" - any prefix you want invoice IDs to have on PayPal site (optional field) (for instance, mycart).

Click on the "Create" button to save the changes.

In order to use PayPal as a payment method on your site, there must be PHP's Curl support on your server (you are able to read more about it on the http://www.php.net/curl). Check whether there is PHP's CURL support installed on your server.

How can I set up CS-Cart with AuthorizeNet.Aim payment gateway?

Log in to your admin panel, open the "Administration" tab and click on the "Payment methods" link. Click on the "Add payment" button. Enter your new payment method name in the "Name" text input field, select "AuthorizeNet.Aim" in the "Processor" drop-down select box, enter the desired description and surcharges into the appropriate input fields, upload an image if needed.

Open the "Configure" tab in the same window in order to view the AuthorizeNet.Aim settings section. Fill in the following fields:

"Login" - your AuthorizeNet login;

"Transaction key" - transaction key that you can get on the AuthorizeNet web site;

"Currency" - select your currency;

"MD5 hash value" - MD5 hash value that you can get on the AuthorizeNet web site;

"Test/Live mode" - set it to "Test" while testing the credit card processing through this payment gateway;

"Transaction type" - select a transaction type. If you use the "Authorize only" type, AuthorizeNet.Aim only checks your credit card data and does not make any payment. If you use the Authorize and capture type, AuthorizeNet.Aim checks all information and makes a payment. So for real payments you should use the second type of transaction;

"Order prefix" - any prefix you want orders to have (optional field).

Click on the "Create" button to save the changes.

How can I set up CS-Cart with 2Checkout payment gateway?

Log in to your administration area, open the "Administration" tab and click on the "Payment methods" link. Click on the "Add payment" button. Enter your new payment method name in the "Name" text input field, select "2checkout" in the "Processor" drop-down select box, enter the desired description and surcharges into the appropriate input fields, upload an image if needed. Open the "Configure" tab in the same window in order to view the 2Checkout settings section. First of all, follow the directions given at the top of the page.

Then fill in the following fields:

"Account number" - your 2Checkout account number;

"Secret word" - type your Secret word that you have set at the previous step;

"Test/Live mode" - set it to "Test" while testing the credit card processing through this payment gateway.

Click on the "Create" button to save the changes.

How to set up CS-Cart with UPS?

1) Log in to your administration panel, open the "Administration" tab and click on the "Settings" link. Click on the "Shipping settings" link on the right. Disable the "Disable shipping" and "Enable Intershipper" check boxes (if they are selected), select the "Enable UPS" check box and click on the "Save" button at the bottom to save the changes.

Open the "UPS" tab to set up its settings. Fill your UPS credentials in the "UPS Rates Access Key", "Username" and "Passwords" fields. For testing purposes select the "Daily pickup" value in the "Pickup type", the "Package" value in "Package type" and enter 10 in each "Width", "Height" and "Length" fields. Click on the "Save" button to save the changes.

In order to get UPS Rates Access Key go to this page:

https://www.ups.com/e_comm_access/laServ?CURRENT_PAGE=INTRO&OPTION=ACCESS_LICENSE&loc=en_US

Click on the "Get XML Access Key" link and follow the instructions on the further pages.

NOTE: In order to use UPS real-time shipping calculations, there must be PHP's Curl support on your server.

2) Open the "Shipping/taxes" tab and click on the "Shipping methods" link. There is the "UPS 3day Select" shipping method defined by default in standard CS-Cart (if the default CS-Cart configuration has not been changed yet). Select "Active" for this shipping method in the select box in the "Status" column. Click on the "Edit" button next to the shipping method. Select "Realtime" in the "Rate calculation" field and "UPS USA: 3 Day Select" in the "Shipping service" field. Click on the "Save" button to save the changes.

Enter the desired value into the "Weight (lbs)" input field and click on the "Test" link next to the "Shipping service" field to make a test calculation of shipping charges.

Also under the "Shipping charges" tab you are able to define shipping charges which will be added to ones returned by real-time shipping service if it is needed.

How to set up CS-Cart with FedEx?

1) Log in to your administration panel, open the "Administration" tab and click on the "Settings" link. Click on the "Shipping settings" link on the right. Disable the "Disable shipping" and "Enable Intershipper" check boxes (if they are selected), select the "Enable FedEx" check box and click on the "Save" button at the bottom to save the changes.

Open the "Fedex" tab to set up its settings. Fill your FedEx credentials in the "Account number" and "Meter number" fields. For testing purposes select the "Other packaging" value in "Package type", the "Regular pickup" value in "Drop Off Type" and enter 10 in each "Width", "Height" and "Length" fields. Click on the "Save" button to save the changes.

If you do not have your own FedEx meter number, you can get it on the same page: fill data in all the fields under the "Retrieve meter number" section (if your address is in the USA, the value of the "Country" field must be US, not USA), select the "Tick off to get meter number" check box, make sure you have entered your FedEx account number and click on the "Save" button at the bottom. If you fill in all the fields properly, your own FedEx meter number will be retrieved from FedEx server and the "Meter number" field will be filled in automatically.

NOTE: In order to use FedEx real-time shipping calculations, there must be PHP Curl support on your server.

2) Open the "Shipping/taxes" tab and click on the "Shipping methods" link. There is the "FedEx 2nd day" shipping method on the page (if the default CS-Cart configuration has not been changed yet). Click on the "Edit" button next to the shipping method.

Select "Realtime" in the "Rate calculation" field and "FedEx 2nd day" in the "Shipping service" field. Click on the "Save" button to save the changes.

Enter the desired value into the "Weight (lbs)" input field and click on the "Test" link next to the "Shipping service" field to make a test calculation of shipping charges. Use real recipient and sender addresses for testing as FedEx uses address verification system. Sender address = company address, that you are able to edit on the "Company" page of the "Settings" section in your administration panel.

Recipient address = customer shipping address. In case of testing shipping charges in the administration panel the address defined under the "Default location" section on the "General" page of the "Settings" section is used as a customer address.

Also under the "Shipping charges" tab you are able to define shipping charges which will be added to ones returned by real-time shipping service if it is needed.

Q I need to charge tax 8.25% in California, USA. How can I set it up?

A First of all, it is required to have the desired location zone added to the list of locations in the CS-Cart administration area. Log in to the admin area and click on the "Locations" link in the "Shipping/taxes" tab. Click on the "Add location" button on the right. On the opened page enter the desired name for your new location in the "Name" input field (for example a location zone "CA"). Select "United States" in the "Countries" section on the right side and click on the <- button to move it to the left box. Select "United States: California" in the "States" section on the right side and click on the <- button to move it to the left box. Leave other fields blank on the left and click on the "Save" button at the bottom of the page to save the changes.

Then open the "Manage taxes" page (the "Taxes" link to this page is in the "Shipping/ taxes" tab). Add a new tax by clicking on the "Add tax" button or edit the existing one by clicking on the "edit" link. The "Editing tax" page will be open. On that page:

a) Make sure "Shipping address" is selected in the "Rates depend on" select box.

b) Select if the tax rate will be included to the product price or not in the "Price includes tax" option.

b) Under the "Tax rates" tab enter 8.25 into the "Rate value" input field and select "Percent(%)" in the "Type" select box for the "CA" location. You are able to define tax rates for other existing locations as well. Then click on the "Save" button to save the changes.

In CS-Cart taxes can be applied only to product prices and shipping charges, not to subtotal.

a) There is the "Taxes" option on each "Editing product" page in the admin area. If some taxes are selected in the option, they will be applied to the product at checkout. If you need to apply the defined sale tax to all existing products in the store, open the

"Manage taxes" page, select the check box next to the name of this tax, click on the "Choose action" link and select "Apply selected taxes to all products".

Please note: when you add a new product, it will not have any applied taxes by default.

b) In order to apply the tax to a charge of any existing shipping method, open the "Shipping/taxes" tab, click on the "Shipping methods" link, choose the desired shipping method and click on its "edit" link. There is the "Taxes" option on the page. If a tax is selected in the option, it will be applied to the shipping charge at checkout.

Q Is it possible to offer customers a quantity discount?

A Yes, it is. There is the "Qty discounts" tab on the "Editing product" page in the admin panel. In that tab enter the minimum quantity of products to which the wholesale price will be applied and the wholesale price of a product into the "Quantity" and the "Price($)" input fields, respectively. If you need to add more than one price click on the "Add empty item" icon in the same line and enter a new quantity and a wholesale price. After that click on the "Save" button to save the changes.

Also a variety of discounts and coupons can be created on the "Promotions" page.

Q How can I offer a discount to a customer if he buys two special products together?

A In order to do it you need to set up a specific promotion. Log in to your administration panel, open the "Catalog" tab and click on the "Promotions" link. Click on the "Add cart promotion" button on the right. Fill information in the "General" section. Then open the "Conditions" tab and click on the "Add condition" button. Select "Products" in the opened select box, then select "in" in the opened select box. Click on the "+ Add products" link, find and select the first product for which such discount will be applied, click on the "Add products and close" button. Click on the "Add condition" button and add the same condition for the second product. Open the "Bonuses" tab and click on the "Add bonus" button. Select "Order discount" in the opened select box, select the desired option in the second opened select box and enter the desired value into the opened input box. Click on the "Save" button.

Q How to replace or remove the "Build your PC" photo?

A This picture is a graphic banner, that is added to the page for demo purposes. It can be removed or replaced on the "Banners" page in the administration area (the link to this page is in the "Content" tab).

Q How to enable reviews for all products at once?

A Log in to your admin area and click on the "Products" link under the "Catalog" tab. Select "100" in the "Items per page" option (to open this option click on the number link near "Total items"). Select all products by clicking on the check box near the "CODE" title at the top of the product list. After that click on the "Choose action" link and select the "Edit selected" option. Click on the "Unselect all" link in the opened window. Select the "Reviews" check box in this section and click on the "Modify selected" button. Click on the "Apply values to all selected products" link. A new small section will be displayed. Select the "Reviews" check box and select "Communication" ("Rating" or "All") in the select box near to it. Then click on the "Apply" button. The selected value will be applied to all the products. Repeat the same actions for the other products if they are left.

Q As my server is in the USA and my company is in Australia, is there a way to set the date and time to be Australian Time/Date?

A This can be done on the "Appearance settings" page in the CS-Cart administrator area (the link to this page is located in the "Design" tab). The time zone can be changed under the "Common settings" section. Click on the "Save" button to save the changes.

Please note that this change will affect only future dates that are saved in the database (time of placed orders, time of user's registration, etc).

Q Is there a way where I can download all my products at once in some format?

A CS-Cart has the ability to export your product catalog in CSV format. To export your catalog in CSV file log in to the CS-Cart administration area, open the "Administration" tab and click on the "Export data" link. Click on the "Products" tab. Set up the export parameters and export the product data to a CSV file.

I want to increase my store performance, how can I do this?

Follow these directions:

- Delete (not disable, but delete) the languages that you do not use for your site. This can be done on the "Languages" page in your admin panel (the link to this page is in the "Content" tab). After that it is required to optimize database to reclaim the unused space and defragment the datafile. Open the "Database" page in the admin panel (the link to the page is under the "Administration" tab). Open the "Maintenance" section on the page. Remember the current database size and click on the "Optimize database" button. The database size will be decreased if possible.

- Disable JavaScript pop-up menu. Open the "Design" tab and click on the "Blocks" link. Click on the "edit" link in the "Categories" block (it is in the left column by default). There is the "Filling" setting in the opened pop up window. Now it is set to "EMenu". Try the "Plain" and "Dynamic" options, they do not use JavaScript to display categories, that will reduce page loading time.

- Use HTML catalog. The aim of HTML catalog is to decrease page loading time and make the site more friendly for search engines. It is a very useful feature in CS-Cart - it allows generating static version of the product catalog, that will be accessible at "http://www.my_site.com/catalog". When a visitor types "http://www.my_site.com" in his browser and clicks on categories, product links, he will see the HTML catalog pages (notice URLs of the pages). When he clicks on the "Checkout" link, logs in, etc., he will be transferred to the so-called dynamic pages (they are generated by PHP - notice URLs of such pages). **Please note:** the generated HTML catalog does not reflect the changes that may be made to dynamic pages. Say, if the text on the home page is changed and the changes can be viewed at "http://www.my_site.com/index.php", the "http://www.my_site.com/catalog/index.html" page will not display the changes. In other words, if you add/delete/modify categories, products, etc., you should go to settings page of the SEO addon (the "edit" link near the "SEO" addon on the "Addons" page) and click on the "clean up" link to update static HTML pages.

How can I have SEF (Search Engine Friendly) URLs?

Open the "Administration" tab and click on the "Addons" link in the CS-Cart administration area. Enable the "SEO (requires Apache + mod_rewrite installed)" addon (change its status to "Active" in the select box on the right). Please note that SEO uses the "mod_rewrite" Apache module and the module must be installed on the server.

How can I transfer my CS-Cart installation to a new server?

Follow these directions:

1) Make a clean installation of the same(!) version of CS-Cart on a new server;

2) Copy the "config.local.php" file of this new CS-Cart to your local computer (or rename it to avoid its overwriting during the next step);

3) Make a backup copy of the store database on the "Database" page in the administration area of the web site from which you wish to move CS-Cart installation (the link to the "Database" page is in the "Administration" tab);

4) Copy all the CS-Cart files to the new server overwriting the clean installation.

5) Copy the "config.local.php" file of the clean installation back to the server.

6) Log in to the administration area of CS-Cart installed on the new server (it still has the default login and password admin/admin) and restore the database backup file (you created at step 3) on the "Restore" tab of the "Database" page.

As a result you will have the same copy of CS-Cart on the new server.